



Welcome to UF Health

As a member of the UF Health team it is important to know where to get started and where to get the things that you need. You will likely need access to and use IT systems and services.



GETTING HELP

If you need help at any time you can reach the UF Health IT team using one of these methods:

- **Over the phone**
Gainesville: (352) 265-0526
24 hours a day, every day
- **Online service request**
ithelp.ahc.ufl.edu
- **Online information**
bridge.ufhealth.org/it
- **Self-help**
bridge.ufhealth.org/it-knowledge

URGENT ISSUES

Please remember that **URGENT** issues must be submitted by calling **265-0526**.

IN THIS HANDOUT

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You will find information to help you connect to and use some of the most common IT services for the first time.

UF Health Bridge

Bridge is an internal portal for all UF Health staff, faculty, and students, that facilitates collaboration and communications across our system.

Visit: Bridge: Bridge.UFHealth.org

On Bridge, you can find out about IT services by visiting our IT Service Catalog, where you can order a computer, request a phone, register for IT training or receive consultation about your IT requirements:

Visit: bridge.ufhealth.org/it-service-catalog/



YOUR WORKSTATION

Most workstations use the Windows operating system.
Here are some things to know.

Standard Workstation

Your standard workstation hardware and applications are managed by UF Health IT. Some applications are available for use already. These include:

Microsoft Office 2016 & 2019

- Outlook
- Word
- Excel
- PowerPoint
- Teams

Internet Browsers

- Edge
- Mozilla Firefox
- Chrome Enterprise

Enterprise Tools

- Citrix Receiver
- VMWare View
- Trend Micro Antivirus
- Ivanti Management Suite (Patching, updates, application deployment)
- Print Installer (Network printer deployment)

Other applications may already be installed. You can browse your installed applications through the Start menu.

Standard Hardware

All workstations and devices at UF Health must be purchased through IT.

A hardware catalog is available to view at <https://bridge.ufhealth.org/it-service-catalog/hardware-catalog/>

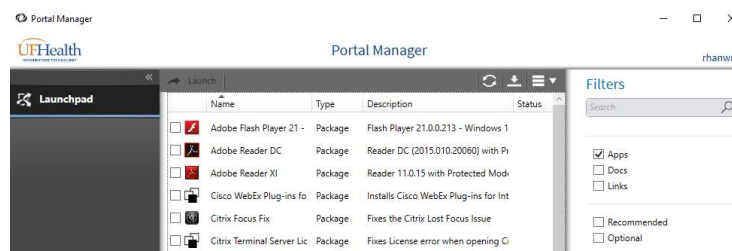
1. Hover Service Catalog
2. Choose Hardware and Software Catalog
3. Identify what you might want
4. Place an online service request at ithelp.ahc.ufl.edu

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Get new software

Portal Manager

Some software is licensed for everyone and is available for you to install.



1. Open Portal Manager from your desktop
2. Check mark Apps on the right hand side
3. Check the application that you want to install
4. Choose the download button
5. Follow the prompts to install your software

Order Software or Hardware

You can order new software or hardware by requesting a cost quote from IT Asset Management by placing an online request at ithelp.ahc.ufl.edu

Ordering instructions are provided with your cost quote.

UF Apps

For UF Faculty, UF virtual applications provides access to software applications from any computing device--laptops, tablets, desktops, and smartphones--from any location, at any time. For more information about available online applications, visit:

Info.apps.ufl.edu

ADMINISTRATIVE RIGHTS

Software requiring computer level administrative rights must be installed by IT. You can place an online request or call the IT Support Center for assistance installing your software.

In some cases, the software may have to be reviewed by IT Security before being installed.



SYSTEMS ACCESS

Create a GatorLink username

Once you receive your 8-digit UFID number, you will need to create a GatorLink username.

1. Visit my.ufl.edu
2. Click the **Access myUFL** button
3. Choose **Create Account** from the right hand menu
4. Enter your information and follow the steps to create your new account

Request or modify systems access

You must submit an access request form through the IT service request system. This system is accessible onsite or over a VPN connection.

1. Visit <http://ithelp.ahc.ufl.edu>
2. Choose UF Employee
3. Login with your GatorLink account
4. Under “I need assistance with...” section, click Access Request Forms
5. Choose the organization that you need access to
6. Read any special organizational notes
7. Fill out the form and choose submit

ABOUT ACCESS REQUESTS

In most situations, your direct supervisor will need to request access on your behalf.

New access requests or modifications can take 3-5 business days to fill

You may also contact the IT Support Center at 265-0526 to request access over the phone

Update your contact information

You can update your contact information through myUFL

1. Visit my.ufl.edu
2. Choose Access myUFL
3. Login with your GatorLink account
4. Go to Main Menu
 - Hover over My Account
 - Choose My Directory Profile

Updating your information at myUFL will automatically update your information in the UF Health directory at directory.ufhealth.org

Password Resets

For your GatorLink account:

1. Visit my.ufl.edu
2. Choose the Access myUFL button
3. Don't login, instead choose Change Password from the right side menu
4. Follow the prompts to change your password

For your UF Health Shands account:

1. Visit password.shands.org
2. Enter your username and click login
3. Choose answer personal questions
4. Click the Change Passwords link
5. Read the requirements
6. Enter new password
7. Click Change passwords



SPOK ON-CALL

SPOK is the UF Health on-call system. It has a website interface for everyone and a mobile client for clinicians.

Spok Mobile App – Clinicians

The Spok Mobile App is a secure “texting” like application geared towards UFHealth clinicians (MD, DO, PA, ARNP, Residents and Fellows.) It provides you with a way to stay connected while juggling your schedule in clinic, the hospital, lab, or office. Whether you work days, nights, weekends, or all of the above, Spok Mobile stays with you. Installed on your personal smartphone, Spok Mobile reduces the number of devices you need to carry to stay in the loop.

It allows other UFHealth clinicians to “text” you patient related messages securely and for nurses and support staff to message you and receive confirmation that you’ve acknowledged that message without having to pick up a phone. You can even take and share photos securely within the app.

You can register your personal mobile device by following the instructions here:

Help.spok.ufhealth.org

Spok Web – Nurses and Staff

Spok Web is an easily accessible online directory and messaging tool that allows anyone at UFHealth to search for and securely message clinicians at UFHealth. Spok Web is geared towards nurses and staff who need to quickly, securely, and accurately send a message to clinicians.

We’ve imbedded Spok Web into Epic so the messaging tools you need are right within reach. Messages can be up to 160 characters long. A predefined message drop-down menu also provides you with frequently used phrases such as, “Consult needed...” and “Patient requests...” By sending messages from Spok Web, participating clinicians receive your message in their mobile app. A quick look in your Web message history will show whether or not that clinician received your message and provided a yes, no, or free-text response.

Although these tools provide the most benefit to transactions between Spok Web and Mobile, Web can also be used to message clinicians who rely on pagers only.

Spok Web is available directly at:

Spok.ufhealth.org

UF Employees:

Use your GatorLink username and password.

Enter as: `ufad\username`



CONNECT TO WIRELESS

The UF wireless network is available in all UF Health buildings. This network can be used by all UF Health faculty, staff and students with a valid GatorLink account

Connect using Android or iOS

1. Ensure your Wireless is turned on and is not in Airplane mode or off, then select and connect to the “UF” wireless network.
2. If using Android, make these settings:
EAP Method: PEAP
Phase 2 authentication: MSCHAPV2
3. When prompted, enter your GatorLink username in the User or Identity field.
4. Enter your password in the Password field.
5. Choose Next, Connect or Done
6. If prompted, choose the ‘trust’ button to accept the security certificate

You should now be connected to the UF wireless network and the wireless indicator icon should display in your devices’ notifications area

Connect using Windows or Mac

BEFORE YOU GET STARTED

For UF security compliance, you will need to have the latest version of Java from java.com, anti-virus software, have the latest operating system security updates installed, and your firewall enabled.

First-time Wireless connection

1. Ensure your Wireless is turned on and is not in Airplane mode, physically off nor disabled.
2. Find your “Network Connections” icon in the toolbar near your system clock. Click the icon to view the available wireless networks.
3. From the list of wireless networks, choose to connect to UFINFO.
4. Ensure the connection dialog indicates “connected.”
5. Open your web browser and it should automatically connect you to getonline.ufl.edu. If not, manually browse to getonline.ufl.edu
6. Follow the onscreen instructions to install the XpressConnect client for your particular device or choose the “Auto Configuration” button.
7. During the client install, you may see Setup Warnings that prompt you for administrative privileges to make settings changes to your computer. Please always allow or accept any request for settings change.

When finished, this installer will automatically change your connection to the listed “UF” wireless network.



CONNECT TO VPN

UF Health VPN is supported on all major computer and mobile operating systems

REMOTE DESKTOP

If you want to connect to your work computer using remote-desktop from offsite, please contact the IT Support Center for assistance at 265-0526

Mobile VPN

1. Ensure that you have a wireless or data connection
2. Go to your “App Store”
3. Search for and install Pulse Secure
4. Once installed, open the Pulse Secure app.
5. At the app’s configuration screen, add a new connection with the following settings:

Connection name: UF Health

Server name: vpn.ufhealth.org

Username: your GatorLink username

Password: your GatorLink password

Realm/Domain: UFAD

6. Tap on the new listed connection item to connect

MOBILE VPN

The app should connect you to the UF Health VPN and there should be a VPN connection indicator in the notifications area on your device

If you want to disconnect from VPN you must enter the app and choose disconnect.

VPN Web Portal

1. In the address field of your web browser, type in “vpn.ufhealth.org” and press enter
2. You will be taken to the UF Health VPN Web Portal.
3. Enter your GatorLink login information and choose “**Sign in**”
4. Pick from any Web Bookmarks and other resources located on the VPN Portal

VPN WEB PORTAL

An internet connection and the latest version of Java from Java.com should be installed on your computer before trying to connect.

You may see Setup Warnings that prompt you for administrative privileges to make changes to your computer. Please always allow or accept any request for settings change.

If this is your FIRST time connecting to the VPN web portal, you might see a request to restart your computer. If so, please restart your computer then visit the VPN web portal again.

Desktop VPN Client

A client (Pulse Secure) is available to connect to VPN. This will allow you to access UF Health systems as if you were onsite.

1. Visit ufhealth.org/vpn
2. Choose and download the client to install from the right hand side
3. From this download, install the Pulse Secure Client per the onscreen prompts
4. Click the UF Health connection
5. When prompted, enter your GatorLink account
6. Choose UFAD in the realm field and click sign-in

You should see a successfully connected client by identifying the Pulse Secure icon in the toolbar near your system clock.



CONNECT TO EMAIL

From your personal computer

You can connect to your email by visiting UF Outlook Web Access at mail.ufl.edu

From your UF Health computer

On your UF Health computer, you can use the Outlook email client that is installed by clicking to open the Outlook icon that is on your desktop.

FIRST TIME STARTING OUTLOOK

If this is your first time starting Outlook, choose “Next” and “Finish” on any first time setup prompts

Use your mobile device

MOBILE DEVICE SECURITY PIN

For the best results please have your device configured with a security pin before attempting to setup email. A security pin is required to receive UF email on your device.

If you do not have one set, you will be prompted to create one during this setup process or you can create a security pin through the security settings on your device.

Setup up your mobile device

1. Go into your device Settings and find the Accounts section or Mail, Contacts, Calendars section
2. Choose to “add account” and select “Microsoft Exchange” as the account type.
3. Enter your email address and password then choose Next
4. After a moment, you should be prompted to enter additional information
5. Enter the following information:

Server Name: mail.ufl.edu

Domain: UFAD

Username: GatorLink username

Password: Enter your GatorLink password

6. Choose Next. If successful, you should see a message indicating success
7. If the account is successfully added, go back to your home screen and then open your devices Mail app
8. You should find that this new account has been added. Choose the new account and your email should begin to populate

AUTHENTICATION ERRORS

If you encounter “authentication” errors, try

- removing or adding the Domain to the username field.
Example: UFAD\yourgatorlinkuser
- Ensure your correct password was entered and try again.

EMAIL SYNC

This initial email sync can take a couple minutes to start



UF HEALTH CITRIX

The UF Health Shands Citrix environment is used to publish wide-use enterprise applications. There are many applications available in the Citrix environment

UF Health Shands Citrix website:
mycitrix.shands.org

CITRIX RECEIVER

Using Citrix applications requires that **Citrix Receiver** is installed on your computer or mobile device.

This site should prompt you to install the Citrix Receiver client. Please follow the screen prompts to install the client then return to the website to launch your needed application.

CITRIX RECEIVER INSTALL

Should there be any issues during installation, you may want to start by installing the “Citrix Receiver” client for your respective operating system.

Please visit Citrix.com, find Downloads and choose the Citrix Receiver client that is appropriate for your operating system. Once installed, proceed to mycitrix.shands.org and launch your needed application.

Get connected using Windows or Mac

1. Open your internet browser and visit mycitrix.shands.org
2. Login using your Shands username and password
3. Choose and click the Citrix application that you would like to use (Epic Production, etc.)
4. Once the application opens, please login

Get connected with Android or iOS:

1. Open your “app store”
2. Search for and install “Citrix Receiver”
3. Once installed, go to your home screen and open the Citrix Receiver app
4. When prompted, enter the following information and press Save

Address: mycitrix.shands.org

Username: your Shands username

Password: your Shands password

Domain: Shands

5. If login is successful, you will see an “Add favorites” notice with an arrow. Tap the plus sign to add published applications to your favorites list
6. Once added, tap the application that you want to use from the favorites list
7. Once the application opens, please login



EPIC

Launching EPIC

You can launch EPIC HyperSpace Production through Citrix from your desktop, laptop or mobile device.

1. Login to mycitrix.shands.org and choose EPIC HyperSpace Production.
2. Login to EPIC with your UF Health Shands username and password
3. Choose your login department

Training & information for EPIC

You can find training resources and up to date information for EPIC by visiting:
epictrain.health.ufl.edu



STORING YOUR FILES

Network Share Drives

Don't lose your files!

UF Health share folders offer you a robust data storage capability and is the preferred and supported method for storing any of your work related files that you couldn't do without if something happened to your workstation or laptop.

Standard Network Share Letters

For consistency, share folders are mapped to specific letters. In your Windows file browser, you will find several mapped network drives listed by letter.

O: is the **root** folder path. From here you can see and navigate to every folder that you have access to.

V: is your **department** share folder. Here you can share files with your department.

P: is your **personal** network share folder that only you have access to. Use this folder for storing work related personal files.

SHARE DRIVES

Some departments may utilize different drives letters, but every customer should see a Department Share and a Personal folder. If you do not have access to any network drive locations, please enter a IT Service Request to request access at ithelp.ahc.ufl.edu

Network Share Paths:

If you have to map to a network share folder here are the basic root paths for network shares:

Windows: \\ahcdfs.ahc.ufl.edu\files

Mac: smb://ahcdfs.ahc.ufl.edu/files

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OneDrive for Business - GatorCloud

OneDrive provides 1TB of cloud file storage. Cloud storage makes it easier to access files from different devices and locations. There is no need to save documents to a flash drive when traveling or using a different device.

University of Florida's approved cloud storage platform is **Microsoft OneDrive for Business** at: uflorida.onedrive.com

In addition to file storage, OneDrive allows you to create and edit Microsoft Word, Excel, PowerPoint, and OneNote documents within your web browser or on your mobile device.

OTHER CLOUD SERVICES

Using cloud storage services such as Google Drive and others are prohibited and could result in a privacy violation.

USB drive

While keeping files on your USB drive is convenient, the drive must be encrypted.

The UF Health IT Mobile Computing and Storage Devices Standard requires that all portable storage devices be fully encrypted.

UF Health IT recommends the Kingston Data Traveler Vault Privacy which is also hardened against physical damage. You can order an encrypted USB storage drive through UF Health IT by placing an online service request at ithelp.ahc.ufl.edu

File-Express for large files

Use UF File-Express to share files that are too large to send in an email. Using a secure server and the GatorLink Authentication system, users can easily share files with members of both the UF and Non-UF community. File-express is located at:

file-express.ufl.edu



USING YOUR DESK PHONE

Get a new desk phone or move one

You can request to get a new desk phone or move one by placing an online request by visiting:

ithelp.ahc.ufl.edu

Using your desk phone

To place a call, lift the handset and dial as follows

- **UF** – Last 5 Digits of telephone number
- **Shands** – 5 + 5-Digit Extension
- **Local Call** – 9 + 7-Digit Phone Number
- **Long Distance** – 9 + 1 + (Area Code) + 7-Digit Phone Number
- **International** – 9 + 011 + Country Code + Phone Number

To answer an incoming call

1. Lift the handset, or
2. Press the “speaker” button to answer hands-free

To end a call

1. Return the handset to the cradle, or
2. Press the “speaker” button if using the hands-free mode

To place a call on hold

1. While on the call, press the corresponding “hold” soft key
2. To return to the call, press the corresponding “hold” soft key again or the “resume” soft key

To transfer a call

1. While on the call, press the corresponding “transfer” soft key
2. Dial the number of the extension you wish to transfer the call to
3. When the party answers, announce that you are about to transfer a call
4. If the party accepts the transfer, press the corresponding “transfer” soft key again and hang up

Voicemail for Cisco Phones

From your desk phone perform the steps then follow the prompts

1. Pickup your personal line and press the “envelope” voicemail soft key
2. Enter your voicemail pin and press #

From outside UF Health perform the steps then follow the prompts

1. Call your phone number and wait for the voicemail message prompt
2. Press the * key to start the system prompts
3. Enter your ID which is your 5-Digit extension and press #
4. Enter your voicemail pin and press #

Voicemail for NEC Phones

From your desk phone, dial 31400 and follow the prompts

1. Enter your security code, the **First time** pass code is 12345

From outside UF Health, dial 352.733.1400

1. When the system greets you, Press * and then enter your ID (your extension number)
2. Enter your security code, the **First time** pass code is 12345

Phone Directory

You can view the directory by visiting:
directory.ufhealth.org



INFORMATION SECURITY

The IT Security team work with employees to protect information systems and the confidential information that resides within them

SECURITY ISSUES

To report a suspected information security issue please call the IT Support Center at (352) 265-0526

General Security

- Never tell anyone your password
- Log off or lock your computer workstation whenever leaving it unattended
- Be suspicious of any unexpected emails
- If you must use the Internet at work, browse only to well-known web sites
- Save your work documents to the network drives
- If you work at home on a personally owned computer
 - install antivirus software and updates
 - set up automatic security updates
 - require a password to logon and unlock
- Make sure that your mobile devices
 - lock after no more than 15 minutes
 - use encryption
 - have device wipe enabled after 10 incorrect password attempts
 - have tracking software enabled
 - connect to the correct Wi-Fi network

Acceptable Use

UF Health information systems may only be used for authorized purposes

- Each user is responsible for maintaining the confidentiality, security and integrity of UF Health computers and systems they use and the Confidential Information contained therein
- Under no circumstances should UF Health systems be used for gambling, personal profit, or to download or distribute materials, comments, pictures, or other forms of communication of a sexual nature or which are otherwise obscene, intimidating, offensive, or
- create a hostile work environment

Confidential Information

Confidential Information, also called Restricted Information by UF Health's Data Classification Policy, is any information protected by state or federal law or by contract.

Examples of confidential information:

- Protected Health Information (PHI)
- Personally Identifiable Information
- Social Security Numbers
- Credit card information
- Financial records
- Passwords, PINs, or other security codes

UF Health Confidential Information can be:

- On paper
- On your work computer
- On your personal smartphone or tablet
- On a CD/DVD or USB Drive
- In a voice mail

Printed confidential information must be stored securely in a locked cabinet and shredded when it is no longer needed.

CONFIDENTIAL INFORMATION

Regardless of its form or location, you are responsible for protecting confidential information from unauthorized disclosure

User IDs and passwords

Your User ID and Password uniquely identifies you at UF Health

PROTECTING YOUR PASSWORD

- No one should ever ask you for your password
- Never voluntarily give out your password to a co-worker, friend or family member
- Be aware of scams to trick you into disclosing your password or other sensitive information through phone calls or emails
- Passwords should be:
 - Memorized
 - Never written down so that others can see or use them
 - Kept secret from other people

Passwords Creation

A strong password is your first defense against many types of computer attacks.

The key to a good password is to not only choose something that no one will guess, but also something that is easy to remember

UF Health passwords:

- Must be at least 8 characters or longer
- Must include at least 1 uppercase letter
- Must include at least 1 lowercase letter
- Must include at least 1 number
- May not use dictionary words longer than 3 characters
- May not contain user names, forward or backward
- May not contain more than 2 pairs of repeating characters

Email Security

*Be suspicious of any unexpected emails
Even from a friend, family member, or coworker*

Sometimes phishing and other unwanted emails reach our mailboxes

PHISHING ATTACKS

Phishing attacks often begin with a cyber-criminal sending you a convincing email or calling you pretending to be a person or an organization you know and trust, such as the helpdesk, a friend, your bank, your favorite online store, or a charity

- suspect emails usually require immediate action, start with a generic salutation, and may have grammar and spelling mistakes
- be suspicious of attachments and only open those that you were expecting
- do not click on hypertext links, use a previously saved favorite to check something from the helpdesk or your bank. Or better yet call a known phone number to confirm it

Web Browsing

The largest source of computer viruses comes from browsing to compromised or malicious web sites

Practice these safe habits:

- Be careful where you browse
 - The ability to connect with a specific website does not in itself imply that it is safe.
- If you must browse the Internet, use only well-known web sites
 - But be aware that web sites of any size and popularity can be compromised
- Obtain permission from the UF Health IT before downloading or installing any software to your computer

File Storage

To ensure that your work related documents and files are appropriately protected and backed up daily, save them to the provided network drives.

FILE PROTECTION

To protect your files, it is best to store them on your network share drives and not save your documents to the local internal C: drive of your computer.



Web Sites

UF Health Web Services is a full service shop offering UF Health units with high-quality solutions for their public and internal web-based communications needs.

Learn more at webservices.ufhealth.org/services/

Web Services is responsible for the design and maintenance of the following web presences:

- UFHealth.org, the primary home page for the UF Health system, and its associated websites.
- Health Science Center Colleges, Centers and Institutes' public web pages
- UF Health Bridge (internal portal/intranet)

Who can use our services?

We provide services to all major UF Health units, including:

- Health Science Center Colleges, Centers & Institutes
- UF Health Hospitals and clinics
- ...and everything in between

Costs

Web Services is a centrally funded IT unit which means most of our services and tools can be used free-of-charge to UF Health entities.

Services

- Website Design
- Web Applications
- Usability Testing
- Website Refurbishment
- Accessibility
- Training and Support on centrally supported web tools and best practices for web site design and content
- Search Engine Optimization (SEO)
- Metrics & Analytics
- Social Media Consultation
- Email Newsletters
- Graphics and Multimedia

Getting Started

Most major projects will start off with a discovery meeting. It's here where we learn about your project's goals, requirements, and timelines. After we have an appreciation of the scope and purpose of your project we can then begin to discuss whether one of our existing solutions is a good fit or if custom development work will be required.

GET HELP WITH YOUR WEBSITE

Having trouble updating your website, building a form, adding files, or other issues? Try our 'How To Guides': <http://webservices.ufhealth.org/help-support/how-to/>

Still having issues? Send us an email at WebServices@ahc.ufl.edu or call us at 352-273-5770

RESTRICTED DATA

Remember that restricted data must not be uploaded to our websites, or solicited through web forms, without first getting written approval from Web Services