

1. Navigate to <https://mail.shands.ufl.edu/>
2. Enter the UF Health Shands username and temporary password provided to you.
3. When prompted, enter a new password then select *Submit*.

Password Requirements:

- Must be 9 characters or longer
- May not contain your username or parts of your full name that exceed two consecutive characters
- May not be any of your last 24 passwords
- Must contain characters from three of these categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alpha characters (for example, !, \$, #, %)

UF Health Shands Outlook Webmail

change password


Your password has expired and you need to change it before you sign in to Outlook.

User name:

Current password:

New password:

Confirm new password:

 submit

4. You will be prompted to use DUO two-factor authentication. If not enrolled, navigate to the following site to get started: <https://it.ufl.edu/2fa/get-started/>
5. You have now reset your password and can begin using UF Health Shands resources. **Unless Shands email was requested and granted for you, you may close Outlook Webmail as it is no longer needed.**

UF Health Shands Outlook Webmail

Your password has been changed. Click OK to sign in with your new password.

 OK


Epic Login Instructions

1. Navigate to <https://mycitrix.shands.org/>.
2. Enter your UF Health Shands username and the new password you set in steps 1-3 above.
3. Select the *Shands* domain, then select the *Log On* button.
4. You will be prompted to use the DUO two-factor authentication you setup in step 4 above.

User name:

Password:

▼

 Please select domain to continue Login ...

Log On

UF
UNIVERSITY of FLORIDA

Device:

Choose an authentication method

☒ Duo Push ☒ Used automatically

☐ Call Me

☐ Passcode

Pushed a login request to your device...

5. Once logged into Citrix, select the Epic Production Hyperspace icon. The Epic application will load.
6. Enter your UF Health Shands username and the new password you set in steps 1-3 above.
7. If any login issues occur during this process, you may contact the IT Help Desk 24/7 at:
 - (352)265-0526
 - <https://ithelp.ufhealth.org/>

