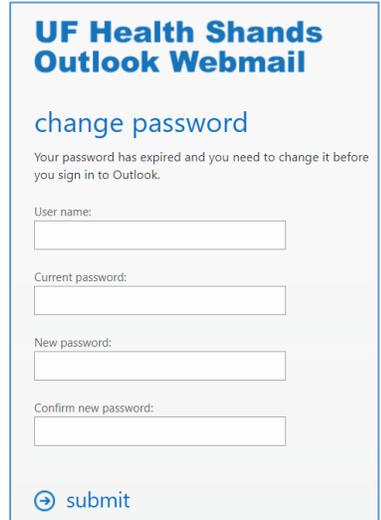


1. Navigate to <https://mail.shands.ufl.edu/>
2. Enter the UF Health Shands username and temporary password provided to you.
3. When prompted, enter a new password then select *Submit*.

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, !, \$, #, %)

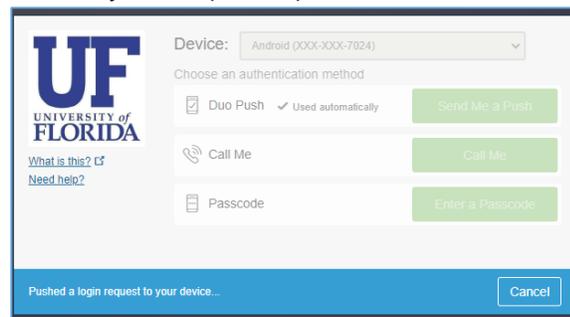
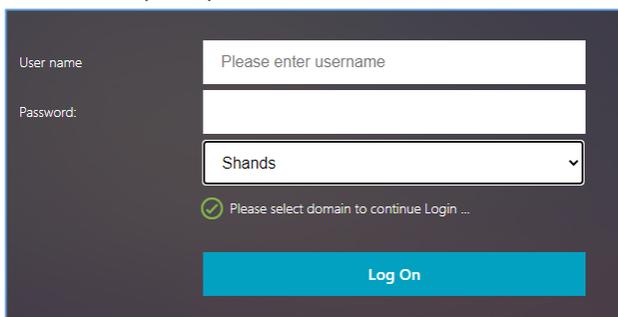


4. You will be prompted to use DUO two-factor authentication. If not enrolled, navigate to the following site to get started: <https://it.ufl.edu/2fa/get-started/>
5. You have now reset your password and can begin using UF Health Shands resources. **Unless Shands email was requested and granted for you,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



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.



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/>

