Welcome to UF Health IT & the Getting started with IT guide!

GETTING HELP

As a member of the UF Health team, you will likely need access to and use of our IT systems and services. This guide is intended to help you get started and find what you need.

If you need help at any time, please reach out to us!

Visit the IT Help portal https://ithelp.ufhealth.org/.

For Urgent Support, call us:

Gainesville & Central Florida: 352-265-0526

Jacksonville: 904-244-7828

Please remember that URGENT issues must be submitted by calling first!

Are you offsite and need to access our IT Help portal?

You can! Just login to VPN.UFHEALTH.ORG first!

UF Health Bridge — https://bridge.ufhealth.org/

The Bridge is the intranet portal for UF Health faculty and staff. Many IT resources are available on Bridge, such as our HR "Employee and Manager Self-Service" tools and "myTraining" (under the "Employee Services" tab); clinical tools (under the "Applications" tab); and our "IT Customer Updates" here on the IT site.

ITHELP

ITHELP.UFHEALTH.ORG

IT Help Self Service is here to help you better interact with UF Health IT. It is your gateway to report an issue to IT or request something be done for you. IT Help Self Service provides knowledge solutions to help you quickly find answers.

To login to ITHelp

1. Go to ithelp.ufhealth.org/HEAT

UFHealth
INFORMATION TECHNOLOGY

User name	User Name
Password	Password

Login

For URGENT issues please call
Gainesville: (352) 265-0526
Jacksonville: (904) 244-7828
Central Florida: (352) 323-5280

To learn more about our innovative IT Service Management solutions, visit our website at Ivanti
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Privacy Policy - Legal Terms and Notices - Protected by Patents

2. Enter your primary network username and password and click Login.

3. If you are logging in for the first time, it will ask you to choose a role. The most common and default role is "Self Service User".

Self Service User
Submit

4. Choose the role and click Submit.

5. Once logged, you will be directed to the IT Help: Self Service Homepage.

6. There you can report an issue for something that is broken or place a request if you need something new.

7. The Service Catalog has many forms and templates to choose from. You can use the Search or Filter functions to quickly find one that meets your needs.

> You may also search or browse our knowledge Library for self-help articles or check the status of your current and past requests.

Want to learn more about ITHELP? Just login to **http://mytraining.ufhealth.org/** and search for *"IT HELP"*.

Be sure to select the "IT Help - Ivanti Self Service Management" course!

TWO FACTOR AUTHENTICATION (2FA)

UF and UF Health faculty and staff are now required to set up two-factor authentication (also known as multi-factor authentication) to access work systems from remote locations, including Outlook access via the web.

To enroll for Two Factor Authentication

1. Go to https://it.ufl.edu/2fa/get-started/
2. Click on the enroll box that is related to your account.

UF HEALTH JAX ENROLL	UF HEALTH GNV ENROLL	UF GATORLINK ENROLL

There are FAQ's, contact information, printouts and videos to help you get started?

3. Sign in with your credentials based on your enrollment choice above.
4. Click **Two-Factor Authentication Management**.
5. Click **Enroll Now**.
6. Click **Start Setup**.
7. We recommend enrolling your mobile phone first, followed by a minimum of one other device, (a secondary mobile phone or landline such as your desk phone.)
8. Select Mobile phone, click **Continue**.
9. Enter your mobile phone number, click the verification box, click **Continue**.
10. Select your phone type.
11. Visit the app store on your device, install "Duo Mobile", then on the web browser click **I have Duo Mobile Installed**.
12. Open Duo Mobile on your device, tap the **+** button, then scan the barcode on your screen using your phone's camera.

BADGE TAP (IMPRIVATA)

Badge tap single sign-on acts as a secondary login and password manager.

After initial sign-on, you can use your FOB to unlock your profile and easily access tools such as Epic, email, etc.

Important things to know!

- While you are logged in, you will be automatically signed into Epic, Bridge, Outlook web access, and Proxy.
- You will not need to enter your password for the next 13 hours.
- Anyone can bypass Badge Tap by manually typing their username and password.
- KeepAlive will force Epic to stay open, but it

How to enroll your proximity card for single sign-on access

To enroll:

1. Tap your badge at the "Imprivata Secure login" screen.
2. You will be presented the "Enroll a new proximity card" window.
3. Click OK.
4. At the "Secure Login window" enter your Username and password.
5. This will allow Imprivata to save your credentials.
6. You will receive the message, "Your proximity card is enrolled".

How to Login to Badge Tap

1. At the Imprivata Lock Screen, tap your badge to unlock the workstation
2. You will have to type your Password the first time you badge in for the day.
3. If you don't have your fob, you can bypass Imprivata by manually typing your username and password.

YOUR WORKSTATION

Here are some things to know about your workstation.

SOFTWARE

Did you know you can install some software yourself?

Standard Workstation

UF Health IT manages your standard workstation hardware and software.

Your Windows or Mac workstation comes with the following:

Microsoft Office 2019

Includes: Outlook, Word, Excel, PowerPoint, Publisher, OneNote

Internet Browsers

- Microsoft Edge - Chromium Edition (Windows)
- Mozilla Firefox (Windows & Mac)
- Safari (Mac)

*Other browsers are not supported at this time.

Enterprise Software

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

*Other applications may already be installed on your computer.
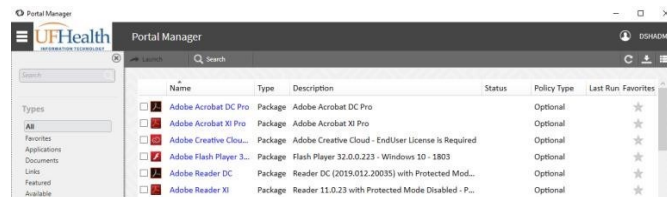
Standard Hardware

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

In some cases, you might be asked to return devices that you buy with company funds that did not come to IT first.

How to install Standard Software

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

1. Open Portal Manager from the Windows Start Menu
2. Check the application that you want to install
3. Click the launch button at the top
4. Follow the prompts to install your software

Need hardware? or Software not in the portal manager?

You can browse our standard hardware & software catalog here: **Hardware & Software Catalog**

When you are ready for a quote, login to our IT Help Portal - **https://ithelp.ufhealth.org/**.

Go to the Service Catalog, click on "Computers, Printers and Software" and use one of the three forms below:

- **For IT Hardware**, use the "*Purchase New IT Equipment*" Form
- **For IT Software**, use the "*Software Install Request*" Form
- **For ShandsPrint Printer Hardware**, use the "*ShandsPrint Printer Device Request*" Form

Do you need UF software?

For UF & UFP Faculty, UF virtual applications provide access to software applications from any computing device--laptops, tablets, desktops, and smartphones--from any location, at any time. Go to info.apps.ufl.edu/.

STAFF WIRELESS

Get connected to UF or UF Health wireless networks on corporate and personal devices!

Eduroam Wireless (Wi-Fi)

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

Connect your personal device

1. Ensure that your Wireless is on and not in Airplane mode
2. From your wireless network list, select and connect to the **Eduroam** wireless network
3. If using Android, make sure you set the following:
4. Phase 2 authentication: MSCHAPV2
5. CA certificate: Do not validate
6. Enter user account:
7. UF: Enter ***username@ufl.edu*** in the User or Identity field. NOTE: If you have an email alias, like one ending with **@medicine.ufl.edu** do NOT enter it here.
8. Shands: Enter ***username@shands.ufl.edu*** in the User or Identity field
9. Enter your password in the Password field
10. Choose Next, Connect or Done
11. If prompted, choose the 'trust' button to accept the security certificate

A wireless indicator icon should now be displayed in your devices' notifications area.

In addition, you can go to getonline.ufl.edu for the Eduroam onboarding network and instructions.

UF Health Staff Secure Wireless (Wi-Fi) 'ufhealth'

The ufhealth wireless network is used by UF Health staff and is the primary wireless network for single user assigned corporate devices.

Many devices setup by UF Health IT will default to this network.

Need Help? Call us!

Gainesville: 352-265-0526

Jacksonville: 904-244-7828

Central Florida: 352-323-5280

PATIENT & VISITOR WIRELESS

Helping patients and visitors connect!

Guests & Visitors Wireless (Wi-Fi): 'ufguest'

UF Guests can connect their personal devices to the 'ufguest' wireless.

Once connected, a guest network login page will automatically load.

Guests must accept the usage policy then they will be connected.

Patient Wireless (Wi-Fi): ufhealthguest

Patients and visitors can access the ufhealthguest wireless network.

Once connected, a guest network login page will automatically load.

Guests must accept the usage policy then they will be connected.

CONNECT TO UF HEALTH VPN

UF Health's Virtual Private Network, or VPN, is supported on all modern computers and mobile operating systems.

Are you offsite and need to access your office computer?

You can! Just give us a call first so we can set that up for you!

VPN Web Portal

1. Click on "**https://ufhealth.org/vpn**" or type it into the address field of your web browser and press enter
2. This takes you to the UF Health VPN Web Portal
3. Choose your **Realm (UF Health VPN or UF VPN)**
4. Then choose "**Sign In**"
5. Pick from any Web Bookmarks and other resources located on the VPN Portal

CONNECT TO UF GATORLINK VPN

The Gatorlink VPN service provides remote access to the UF and UF Health networks. By using the Gatorlink VPN client, you will be able to access internal resources that are not available from external locations.

Desktop VPN Client

The **Ivanti Secure Access Client** is available to connect to the VPN from your Windows or Mac computer. This will allow you to access UF Health systems as if you were onsite.

1. Visit **https://ufhealth.org/vpn**
2. Scroll down and select the client to install from the list of **UF Health / Shands VPN Software**.
3. From the browser download section, Click the **pspulse-win… zip** file.
4. Install the **Ivanti Secure Access Client** by following the onscreen prompts and *REBOOT*
5. Log back in and open the **Ivanti Secure Access Client**
6. Click the button to add a connection, name it **UF Health VPN**, and add the server URL **vpn.ufhealth.org**
7. Click the **UF Health VPN** connection
8. When prompted, choose the appropriate realm
9. Enter your login information
10. Choose **Sign In**

When connected properly, you will see the **connected** Ivanti Secure client icon in the application tray near the system clock.

The Gatorlink AnyConnect VPN can be used to connect to the UF Campus network, the UF Health network and the FISMA network.

- UF Campus: yourusername@ufl.edu
- UF Health: yourusername@ufl.edu/health
- FISMA: Contact your FISMA support rep

The client will require a minor amount of configuration the first time you install it. Clients for Apple IOS and Android are available through their respective App Stores.

See the configuration guides for more information - *AnyConnect Installation & Configuration*

Gatorlink AnyConnect VPN can be installed on most desktops, phones and tablets.

FOR FULL INSTRUCTIONS GO HERE!

*AnyConnect Installation & Configuration*

CONNECT TO MS OFFICE & TEAMS

Microsoft Office & Teams are included on your work-provided computer. You can find them by looking in your programs list.

If you have MS Office but you do not have MS Teams, follow the instructions below

The MS Teams install is located in the Portal Manager:

1. Open Portal Manager from the Windows Start Menu
2. Use the Search Field or Scroll down and Check the box for "Microsoft Teams"
3. Click the launch button at the top
4. Follow the prompts to install
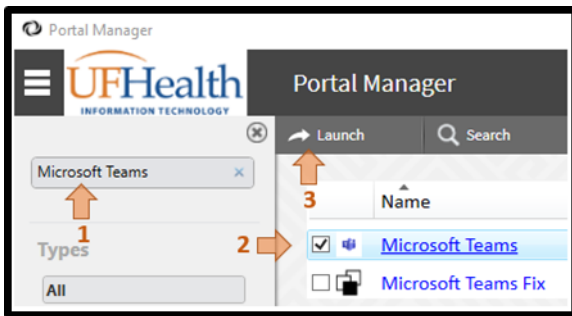
Get MS Office on your home computer

As a UF Health employee, faculty, staff, or student, you can get **Microsoft Office** for your home computer for **FREE**.

You can get started by visiting portal.office.com

If you are a UF Health Employee, you will need to call us first so we can get you setup!

Tip: If you are using a VPN Client for Remote Access, please make sure you are disconnected first as this process will download large files.
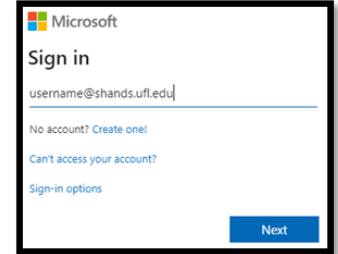
The next section will direct you on how to login
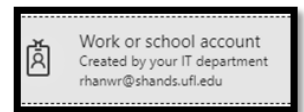
Login to portal.office.com

Sign in as a UF Health Employee

Note: You must use **username@shands.ufl.edu** as your login email. As a Shands employee, if you have a different email address, you will still need to use **username@shands.ufl.edu**

1. Enter your **username@Shands.ufl.edu** then choose **Next.**

Note: if you see it, you will want to choose **Work or school account.**

2. Enter your **Shands password** then choose **Sign in**

Sign in as a UF Employee

Note: You can use whatever email address you normally use to conduct your business.
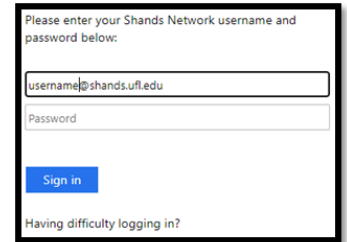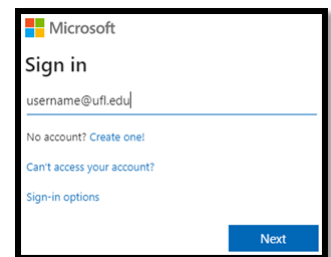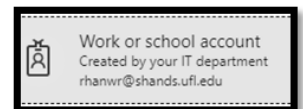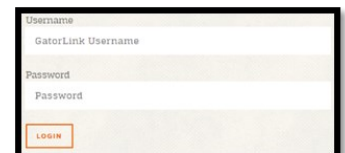*Example: username@medicine.ufl.edu, etc.*

1. Enter your **email address,** then choose **Next.**

Note: if you see it, you will want to choose **Work or school account.**

2. Enter your Gatorlink username and password then choose **LOGIN**

CONNECT TO EMAIL

Corporate email is available to all UF Health faculty and staff. UF Health uses Microsoft Exchange services.

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 or Shands email on your device.

If you do not have a pin, you will be prompted to create one during this setup process.

First time starting Outlook?

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

From your UF Health computer

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

Outlook Web Access

You can connect to your email by visiting Outlook Web Access at these addresses:

- **UF: mail.ufl.edu**
- **UF Health Gnv & CF: mail.shands.ufl.edu**
- **UF Health Jax: mail.ufandshandsjax.org/**

You can use your mobile device at Portal.office.com!

Note: Login to Microsoft portal with your primary email to conduct your business.
Example: username@ufl.edu, or username@shands.ufl.edu.

NOTE: Do not use an email alias, like one ending with @medicine.ufl.edu.

Setup your mobile device

1. Go to your device Settings and find the Accounts section or Mail, Contacts, Calendars section

2. Choose "add account" and select "Microsoft Exchange" as the account type.

3. Enter your email address and password, then choose Next

6. Choose Next. If successful, you should see a message indicating success

7. At this time you may be prompted to configure a device security pin

8. If the account is successfully added, go back to your home screen and then open your Mail app

9. You should find that this new account has been added and email should begin to synchronize to your device

ADVANCED EMAIL

While you can confidently send restricted or sensitive information in an email from UF to UF or from UF Health to UF Health, *IT IS IMPORTANT* to ensure restricted or sensitive information that is sent to recipients outside the organization be secured.

Sending an Encrypted Email

Sending encrypted email will work with Outlook, outlook web, and your mobile device.

Simply include in brackets, the term **[encrypt]** along with your subject in the Subject field of your email.

Example: Subject: "[encrypt] please review this soon"

Reading an Encrypted Email

Recipients of encrypted emails will receive a special email that contains a **click here** to read this message link.

Clicking the "Read this Message" link will take the recipient to the Proofpoint system website.

- If this is the recipient's first time receiving an encrypted email, a prompt to register will appear before the recipient can open the secure message.
- Registered recipients will need to login using their registered account information.

Once logged into Proofpoint, the recipient may use the Proofpoint system to read or reply to the secure email.

Saving or forwarding secure emails from Proofpoint may not work.

Sending an eFax

A fax may be sent using your Outlook client.

From UF email

For on campus and Local numbers:

- In the 'To' field, enter 9 + the recipient's 10 digit fax number followed by **'@efax.mail.ufl.edu'**. Example= 93522650526@efax.mail.ufl.edu

For long-distance numbers:

- In the 'To' field type 9 + 1 + the 10 digit phone number followed by **'@efax.mail.ufl.edu'**.
  Example: 913522650526@efax.mail.ufl.edu

Faxing to International numbers is not allowed.

From UF Health email

For local numbers:

- In the 'To' field type the 10 digit fax number followed by **'@bizfax.shands.ufl.edu'**.
- This includes 352 and some 386 area code fax numbers.
  Example: 3525551212@bizfax.shands.ufl.edu

For a long-distance numbers

- In the **To** field type 1 + the 10 digit fax number followed by **'@bizfax.shands.ufl.edu'**.
  Example: 18005551212@bizfax.shands.ufl.edu

File Attachments

Most of the common file formats such as *docx, xlsx, pdf, jpg, png, txt* and more may be attached to an email.

- To protect you from malicious attack, some files such as *exe, zip, and others* will be automatically removed from the email you are sending or receiving.
- You can include files up to 35MB as attachments.

UF HEALTH CITRIX

The UF Health Shands Citrix environment is used to publish wide-use enterprise applications such as Epic.

All UF Health Shands, UF Health Jacksonville & UF Gatorlink users will be required to setup 2FA to access mycitrix.shands.org.

UF Health Shands Citrix website:

- **From Off-site:** mycitrix.shands.org
- **On-site:** citrix.shands.org

On your UF Health Workstation

The Citrix Workspace application should be installed on your workstation or laptop already.

Some Citrix applications, such as Epic, may have a shortcut displayed on your desktop.

On your Personal Windows or Mac

Using Citrix applications require that a **Citrix Workspace App** client be installed on your computer or mobile device.

You may want to start by installing the "Citrix Workspace App" client for your respective operating system if it is not already installed.

1. Open your internet browser and visit Citrix.com
2. Find Downloads
3. Choose the Citrix Workspace App client that is appropriate for your operating system.
4. Once installed, proceed to mycitrix.shands.org
5. Open your internet browser and visit mycitrix.shands.org
6. Login using your Shands username and password
7. Choose and click the Citrix application that you would like to use (Epic Production, etc.)
8. Once the application opens, please login

On your Android or iOS:

1. Open your "app store"
2. Search for and install "Citrix Workspace App"
3. Once installed, go to your home screen and open the Citrix Workspace 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

Electronic Medical Record systems: Epic applications and resources for UF Health (Gainesville/Central Florida and Jacksonville)

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 at: epictrain.health.ufl.edu

Including Haiku and Canto!

ON-CALL SCHEDULES
(CLINICAL)

*Medical Service and Clinical staff us the Epic on-call schedules system **for medical & clinical** schedules.*

*For n**on-clinical staff**, see SPOK On-Call*

We have enabled unified communications in Epic so the messaging tools you need are quickly within reach.

By sending messages from Epic, participating clinicians receive your message via secure chat or phone based on their preference.

Epic On-Call Schedules are available directly in the epic toolbar at the top of the screen. In addition, you may search for ***on-call*** by using the search shortcut ***Ctrl key + spacebar***.

SPOK ON-CALL
(NON-CLINICAL)

*SPOK is the UF Health on-call system **for non- clinical** schedules. It has a website interface for everyone.*

Spok Web – For UF Health Staff

Spok Web is an easily accessible online directory and messaging tool that allows anyone at UFHealth to search for and securely message non-clinical staff.

Spok Web is available directly at:
http://spok.ufhealth.org

Logging in to Spok Web:

1. Enter your username with your affiliated domain first as shown:
   - **UF:** ufad\gatorlinkusername
   - **Shands**: shands\shandsusername

2. Then enter your account password

Spok Mobile App

The Spok Mobile App is a secure "texting" like application.

It provides you with a way to stay connected while juggling your schedule.

Installed on your personal smartphone, Spok Mobile reduces the number of devices you need to carry to stay in the loop.

Spok Mobile allows other UFHealth staff to "text" messages securely to you. Staff may message you and receive confirmation of your acknowledgement without a phone call.

You can even take and share photos securely within the app.

To register your personal mobile device:

Follow the instructions at:

http://help.spok.ufhealth.org/training-2/getmobileapp/

General information and help for Spok (mobile, web and on-call) is available at:

http://help.spok.ufhealth.org/

STORING AND SHARING YOUR FILES

Network share folders offer robust data storage capability and is the preferred supported method for storing any of your work-related information.

Network Share Drives

File Protection

Network share folders are protected with 45 daily and 12 weekly snapshots to ensure that data is recoverable in the event of data loss.

Standard Network Share Letters

In your Windows file browser, you will find several mapped network drives listed by letter.

- **G:** is the **root** folder path **for Shands** employees. Here you can navigate to folders to which you have access.
- **O:** is the **root** folder path **for UF** employees. Here you can navigate to folders to which you have access.
- **V:** is your **department** share folder. Here you can share files within your department.
- **P:** is your **personal** network share folder that only you have access to see. Use this folder for storing work related personal files.

Network Share Paths

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

For UF users:

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

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

For Shands users:

Windows: \\shandsdfs.shands.ufl.edu\files

Mac: smb://shandsdfs.shands.ufl.edu/files

You can access your Share drives offsite?

Just use our VPN, instructions are on Pg. 7.

OneDrive for Business - GatorCloud

If you have a valid GatorLink account as an employee, faculty or student, you can use OneDrive.

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.

Visit OneDrive at: https://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.

Alternative approved cloud storage solutions, such as Dropbox for Education can be found at:

https://cloud.it.ufl.edu/uf-dropbox/dropbox-sign-up/

Beware of other cloud services!

Using cloud storage services such as Google Drive & AWS could result in a data protection violation for which you may be held responsible.

Example: username@medicine.ufl.edu, etc.

USB drives

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 one by placing an IT service request.

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: https://file-express.ufl.edu

USING YOUR DESK PHONE

Voice offers a large array of end devices and applications to fit your individual needs. Additionally, you will find many self-help guides and reference materials to help navigate the voice network and feature sets.

Need help with your phone?

You can request help at: https://ithelp.ahc.ufl.edu

Go to the Service Catalog, click on "Communication and Collaboration" and use the Telecommunications form.

Telecommunications

Get help with: Phones, Voicemail, Call Tree, Headset Request, Telecommunication, etc.

The form covers:

- Login changes to ACD / UC700
- New or Updated Call Tree
- Install or Make changes to my phone headset
- Reset the voicemail and/or pin
- Setup voicemail to go to my email
- Add a new phone, softphone or fax line
- Move one or more phones
- Update the name display on my phone
- New Call Center Application

Phone Directories

You can view the following directories.

- UF Health Directory (all UF Health)
- UF Directory
- On-Call Schedule (Spok)
- On-Call Schedule (JAX)
- Infonet Directory (JAX)
- Shands Phonebook (GNV)
- VIVO (Research Directory)

General NEC Phone Info

Overview page - https://bridge.ufhealth.org/it-knowledge/category/telecommunications/

Telephone user guide - https://bridge.ufhealth.org/it-knowledge/wp-content/uploads/sites/14/2015/12/DT-700-MultilinePhone-Quick-REF-1.doc

Voicemail - https://bridge.ufhealth.org/it-knowledge/2014/11/20/shands-voice-mail/

General Cisco Phone Info

Overview page - https://it.ufl.edu/ict/documentation/telecommunications/

Telephone user guide - https://it.ufl.edu/ict/documentation/telecommunications/instructional--informational-guides/phone-features/

Voicemail - https://it.ufl.edu/ict/documentation/telecommunications/instructional--informational-guides/voice-mail/

INFORMATION SECURITY

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

Do you have a security issue?

Contact us immediately!

Gainesville: 352-265-0526

Jacksonville: 904-244-7828

Central Florida: 352-323-5280

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

CONFIDENTIAL INFORMATION

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

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.

Updated: 2/26/2024