

UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE JACKSONVILLE
Resident Manual

E-MAIL ACCOUNTS

All Residents and Fellows have an Outlook Email Account. All communications will be sent to this email address. You may access your Outlook account from anywhere with an Internet connection by typing the address swa.shandsjacksonville.com (do not put www) in any internet browser. Input your Windows login name and password to access your Outlook account. If you have forgotten your password, have questions or require additional assistance you may contact the IT Helpdesk at 4-7828.

Protected health information (PHI) may be communicated by e-mail between and among clinicians and support staff under the following conditions:

- E-mail containing PHI may only be sent from one ufl.edu address to another ufl.edu address. The sender of any e-mail containing PHI is responsible for ensuring that the recipient's address is within the ufl.edu e-mail system. Do not set forwarding to any address other than your Jacksonville Outlook account.
- PHI may be communicated by email only for the purposes of: Requesting Consultations, Making Referrals, Prescription Refills, and Billing Inquiries.

You also receive a University of Florida Gatorlink account (used to access the myUFL portal and library services) which by default provides you with a separate UF email address. Communications regarding your Gatorlink account are sent to this email address. *In order to eliminate the maintenance of more than one email account, all Residents and Fellows are required to set UF Gatorlink email forwarding to your Jax Outlook account.*

Forwarding the UF Gatorlink account can be easily set by following the below instructions.

- Go to myUFL portal <https://my.ufl.edu>
- Log in using your GatorLink ID and password
- Click the "My Account" link in the "myUFL Menu" (located in the upper left portion of the screen).
- Click the "Set Gatorlink Email Forwarding" in the sub menu
- Follow the online instructions.