

Citrix tipsheet

Once you have been sent your user ID and password, you can access LMS and EPIC via Citrix.

Please follow the instructions below:

Using **Internet Explorer (preferred browser)**, browse to <https://myaccess.unch.unc.edu> and set up your password.

Enter user ID and password per instructions below.

Initial password:

!! + First Initial (Upper case) + Last Initial (Lower case) + Last 6 digits of you Employee ID (EID)

You will be asked to change this password.

New password requirements:

- Minimum of 10 characters
- Contains at least 1 uppercase letter
- Contains at least 1 lowercase letter
- Contains at least 1 number
- Is not a password that was previously used

Register Security Questions:

Once you have changed your password, select option that reads: **Register Security Questions**. This will allow you to reset your password in the event you forget by going to: <https://sspw.unch.unc.edu>

DUO up registration:

Go back to the original page and follow the instructions for the DUO app set up.

Download Citrix:

Once your password has been set up, browse to <https://myapps.unch.unc.edu> and follow the “Client Set up Guide”.

MyApps

UNC
HEALTH CARE

Need Assistance? Call 984-974-4357 or visit MySupport@UNC

User name:

Password:

Log On

[Forgot Password](#) | [How to use MyApps](#) | [Client Setup Guide](#)

All usage of this information system may be monitored, recorded or subject to audit by UNC Health Care.
Local Connectivity via UN1

Once completed, you will login with your user ID and password. You will be prompted for 2-Step Verification (passcode provided in DUO app, use tipsheet for DUO app as needed).

If you have problems logging in to Citrix/LMS, please contact the ISD Help Desk at (984) 974-4357 or HD@unchealth.unc.edu

If you need a passcode and are unable to install the DUO app, please call ISD at (984) 974 - 4357 and they will provide you a code that will give you 12 hour access.