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](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](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](https://myapps.unch.unc.edu) and follow the “Client Set up Guide”.

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](mailto: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.