ENSURE YOU ARE USING THE MOST UP-TO-DATE VERSION OF YOUR WEB BROWSER THAT IS COMPATIBLE WITH YOUR OPERATING SYSTEM (OS)

INTERNET EXPLORER

- Please try a different browser

MOZILLA FIREFOX

- Left-click on “Help”
- Left-click on “About Mozilla Firefox”
- An image similar to the one below will pop-up
- The version being used is shown directly below “Firefox”

GOOGLE CHROME

- Open the options menu
- Left-click on “About Google Chrome”
- An image similar to the one below display in the page
- The version being used is shown directly below “Get help with using Chrome”

SAFARI

- Click on Safari in your Safari menu, located at the top of your screen.
- A drop-down menu will now appear. Choose the option labeled “About Safari”.
- A dialog box will now appear containing the browser's version number.
- The first number, located outside of the parenthesis, is the actual version of Safari.
- The second number, located inside the parenthesis, is the WebKit/Safari Build version.
<table>
<thead>
<tr>
<th>OS</th>
<th>Browser</th>
<th>myUFL (my.ufl.edu)</th>
</tr>
</thead>
</table>
| **Windows 7** | Firefox 3.6  
Firefox v. 4 - 6  
Firefox 7  
Internet Explorer v. 8 & up  
Internet Explorer 10  
Safari 3 - 6  
Chrome | ✓  
✓  
✓  
✓  
✓  
✓  
✓ | ✓  
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✓ |
| **Mac OSX 10.8** | Firefox 3.6  
Firefox v. 4 - 6  
Firefox 7  
Internet Explorer v. 8 & up  
Safari 3 - 6  
Chrome | ✓  
✓  
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✓  
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✓  
✓ | ✓  
✓  
✓  
✓  
✓  
✓  
✓ |
| **Mac OSX 10.5** | Firefox 3.6  
Firefox v. 4 - 6  
Firefox 7  
Internet Explorer v. 8 & up  
Safari 3  
Safari 4  
Safari 5 - 6  
Chrome | ✓  
✓  
✓  
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✓ | ✓  
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✓  
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✓  
✓ |
| **Linux** | Firefox 3.6  
Firefox v. 4 - 6  
Firefox 7  
Firefox v. 8 & up  
Chrome | ✓  
✓  
✓  
✓  
✓ | ✓  
✓  
✓  
✓  
✓ |
| **Mobile Devices** | Any Mobile Device | Not Supported |
ENSURE THAT YOU DO NOT RE-LOAD THE WEB PAGE OR USE THE “BACK” BUTTON DURING THE PAYMENT SEGMENT OF THE APPLICATION PROCESS

- If you have, your account has been placed on “hold” for 24 hours to prevent double-charging. Please attempt to re-submit payment after 24 hours.
IF YOUR GATORLINK ACCOUNT WAS CREATED MORE THAN 24 HOURS AGO AND YOU’RE EXPERIENCING ISSUES WITH THE HRE PORTAL OR APPLICATION, PLEASE RESYNCHRONIZE YOUR GATORLINK PASSWORD.

TO RESYNCHRONIZE YOUR GATORLINK PASSWORD, FOLLOW THE STEPS BELOW.

- First make sure you have a stable internet connection.
- Direct the browser to http://my.ufl.edu
- When prompted, input your Gatorlink Username and Password.

On the left hand side of the screen will be a myUFL Menu. Under My Account, click My Gatorlink Account Status. Once this page loads, select the "Resynchronize My Password" tab.

- Once the screen has loaded, enter in your current password. In a few minutes, your password should be resynchronized.
If you’ve forgotten or need to change your GatorLink password, please follow the steps below:

- First make sure you have a stable internet connection.
- Direct the browser to http://my.ufl.edu
- When prompted, input your Gatorlink Username and Password

- On the top of the screen will be a myUFL Menu. Under My Account, click on Change My Password. Once the screen has loaded, enter in your current password. Under it enter the password you would like to have, then re-enter your new password in the “Confirm Password” box to verify it is correct.

- Once you have verified the password, click change password and the following page will confirm the process. If you completed the process successfully, then the password will sync in a few minutes properly.

For allowable punctuation/special characters and other helpful information, see Password Tips.
IF YOU ARE STILL UNABLE TO ACCESS THE HRE PORTAL OR APPLICATION, PLEASE EMAIL PORTAL@HOUSING.UFL.EDU OR ASSIGNMENTS@HOUSING.UFL.EDU RESPECTIVELY.

PLEASE PROVIDE THE FOLLOWING INFORMATION IN YOUR EMAIL

- **Issue**
  - Unable to access HRE Portal or HRE Portal or Application
  - Unable to complete room sign-up
  - Unable to submit payment
  - Unable to access contract

- **Personal Information**
  - Name
  - UFID
  - Telephone Number
  - Account Status (HRE Portal or Application, Contract, Room Sign-Up, etc)
  - Semester(s) Contracting For
  - Description of the Problem

- **Troubleshooting Information**
  - Internet Service Provider (ISP)
  - Primary Web Browser
    - Web Browser Version
  - Secondary Web Browser
    - Web Browser Version