Q: How long does mail items stay in my Health System inbox?
A: Indefinitely. UAB Health System email does not automatically delete email.

Q: How do I access email through the internet?
A: Go to https://webmail.uabmc.edu

Q: Is there a limit to the amount of storage for my email?
A: At this time, the mailbox size is unlimited

Q: Can I get access to email on my smartphone or tablet?
A: Yes, go to https://uabhsforms.hs.uab.edu/form/31884431103 to request access

Q: Is there a special App used to access email?
A: No, while we do use a Mobile Device Management (MDM) tool to separate corporate data from personal data, the native clients are used for Calendar, Mail and Contacts on the Iphone. A mail application is pushed to the Android devices due to the lack of true native client.

Q: Is there a cost associated with access email with my smartphone or tablet?
A: No, the organization is paying the cost for you to have smartphone access.

When completing the online application, the “account to bill” portion disappears when you choose “resident/fellow.”

Q: How many tablets or smartphones may I enroll?
A: The organization only allows access for a single device. If you need more than one device activated please speak with your department head. The department will incur a cost of $60 per extra device per year.

Q: What type of smartphone/tablet devices does the Health System support?
A: Iphone/Ipad with iOS 4 or greater. Android 2.2 or greater

Q: What other features will be available once my device is enrolled?
A: Access to the UABHS_Mobile Wifi, VPN capabilities

Q: I lost my phone/tablet, what do I do?
A: Contact the Help Desk at 934-8888

Q: Will my @uab.edu address still be valid?
A: Yes, all email sent to your @uab.edu address will automatically forward to your @uabmc.edu account

Q: I forgot my password, how do I get it reset?
A: Contact the Help Desk at 934-8888

Q: I need to encrypt an email containing PHI, how do I do that?
A: Type [encrypt] (including the brackets) in the subject of the email. Additional information can be found at http://www.oneuabmedicine.org/UAB1/for-faculty-and-staff/Proofpoint

Q: I see an M+ Archive icon in my Outlook Web, what is that?
A: Every 15 days your email is automatically archived. Clicking on this icon will take you to the archive.

Q: Are there any instructions for using the archive?
A: Yes, the instructions are on the One site. The following is a direct link http://www.oneuabmedicine.org/uab_intranet/ccurl/932/994/OutlookWebApp_archive_access_quicks tart_1.pdf

Q: My name has changed, how do I request a name change?
A: Contact the Help Desk at 934-8888