From: **Gilinson, Randi D** rgilinson@uabmc.edu
Subject: Computer Tip of the Week -- Emails from "HSIS Communication"
Date: October 7, 2021 at 8:10 AM
To: DOPM All Users DOPMAllUsers@uabmc.edu

RG

Emails from "HSIS Communication"

This is an **encore** Tip of the Week. Re-sending it because it's potentially so useful to so many people.

Brought to you by Lisa Schwaiger
- DOPM HelpDesk Triage and Computer Tech in MT-403

SITUATION/QUESTION:

I regularly get what looks like spam from a sender called "HSIS Communication" (see examples far below).

I've made it a policy now to just totally ignore those.

Is that okay?

SOLUTION/ANSWER:

Actually no.

HSIS is the IT Group at UAB that:
·   serves "the Hospital" and
·   provides us with our @uabmc.edu email accounts.

Since much of what HSIS does relates to "the Hospital", often what they send doesn't involve us "non-Hospital" people but occasionally what they send does involve our email accounts.

We have requested that HSIS do a more precise job in terms of targeting their emails to only users who need to know, and they are slowly in the process of attempting to do that. But until then, please do continue to glance at anything from "HSIS Communication" – as it occasionally will be relevant to us.

**Was this helpful?   Do you have suggestions for a future Tip of the Week?
Do you have any other comments?
Let us know at dopmHelp@uabmc.edu**

**To see an archive of past Tips of the Week:
http://www.uab.edu/medicine/dopm/help/totw**

Examples:
From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Monday, September 27, 2021 4:14 PM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: *** Advisory Notice: citirx.hs.uab.edu will be migrated to new hardware on Saturday, 10/09 at 6am

To all UAB Medicine personnel:

On Saturday, October 9th, between 6 a.m. and 8 a.m., the HSIS Server Team will migrate

"citrix.hs.uab.edu" to new hardware. We do not anticipate any service interruption as a result of the migration.

Should you experience problems related to the event, please contact the HSIS Help Desk (934-8888).

Thank you for your attention.

UAB Medicine HSIS Communications| **HSIS Help Desk (934-8888)**

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Thursday, September 9, 2021 3:02 PM
Subject: **** Attention: PatientKeeper Database Upgrade, September 12th at 08:00 am

On Sunday, September 12th at 08:00 am PatientKeeper will be unavailable. The system will be down approximately 4 hours for a database upgrade. An "All Clear" email message will be sent when PatientKeeper is available.

Should you experience problems with the system after the "All Clear", please contact the HSIS Help Desk (205-934-8888/4-8888) or email helpdesk@uabmc.edu.

Thank you for your attention.

UAB Medicine HSIS Communications| **HSIS Help Desk (934-8888)**

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Friday, September 10, 2021 8:00 PM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: ****Attention: Has started: Certificate regeneration for VoIP Phone System, September 10th at 8PM.

To all UAB Medicine personnel:

Beginning Friday, September 10th from 8:00 pm through 12:30 am, HSIS Telecom will perform required maintenance on the Cisco Call Manager servers. During the event window, users may experience intermittent dropped calls as the telephones are reset. Should this happen, please wait a moment and retry the call.

If for some reason the Cisco VoIP telephones are not accessible please refer to the attached Emergency Telephone Directory for a list of contact numbers. If you have a White Emergency telephone in your department, please ensure it is plugged in and working.

Should you experience problems related to the event, please contact the HSIS Help Desk (205-934-8888/4-8888) or email helpdesk@uabmc.edu.

Thank you for your attention.

UAB Medicine HSIS Communications| **HSIS Help Desk (934-8888)**

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Sunday, August 22, 2021 10:36 PM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: Infor/Lawson and Lawson Hospital is now available

To All Hospital Lawson and HSF Infor/Lawson Users:

The Lawson system is now available. Due to issues within the upgrade process, we will not be merging Hospital Lawson with HSF Infor/Lawson at this time. Please use your existing favorites to access the

Lawson version previously used:

Lawson – Hospital users, continue to use https://lawprd-hosp.hs.uab.edu/lawson/portal/

HSF Infor/Lawson users, continue to use https://uabinfor.hs.uab.edu/lawson/portal/

We will provide additional information when a future date for the merge and upgrade will occur. We apologize for any inconvenience experienced during this downtime weekend.

Should you experience problems related to the event this evening, please contact HSIS Help Desk (934-8888).

Thank you.