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**Subject:** Computer Tip of the Week -- Where are all my old emails ?  
**Date:** August 26, 2021 at 9:08 AM  
**To:** DOPM All Users [DOPMAIUsers@uabmc.edu](mailto:DOPMAIUsers@uabmc.edu)

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## Where are all my old email messages?

Brought to you by

Lisa

Schwaiger

- DOPM HelpDesk

Triage and Computer Tech in MT-403



This Tip of the Week was inspired by one of your co-workers (a non-IT person who works here at DOPM).

Do **YOU** have an idea for a future Tip of the Week, that others might benefit from? (If so, please let us know at [dopmHelp@uabmc.edu](mailto:dopmHelp@uabmc.edu) or 205-934-7662.)

### SITUATION:

I had an old email message that I really need; it had so much information that I now have to waste time researching again.

Ugh.... Where did it go? Is it really gone forever ?

(I think I remember seeing some communication about old emails would be archived, but where are they?)

### BACKGROUND:

Yes, the email-folks (aka HSIS) decided to “archive” emails older than about 2 years.

Their motivation was for security purposes. Those email messages are still available though.

“Archived” just means that instead of them hanging out in your normal email interface (webmail or Outlook), you just have to do an extra step to find them.

A few cautions:

- Email messages older than about 10 years are probably gone forever.
- As a general policy/suggestion going forward: It is best not to use Email as your filing system for important information.

### SOLUTION/ANSWER:

On a computer in Medical Towers (either physically at it or “remoted into” it), go to <https://archive.uabmc.edu> and use the same username and password that you use to get to your normal webmail (at <https://webmail.uabmc.edu/>)

To see more background about this (IF interested):

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- For clarification on what credentials (username and password) to use: it's your HSIS credentials (also known as your ONE password and many other things). See more info at: <https://www.uab.edu/medicine/dopm/help/usernames-ids-passwords-email-addresses-oh-my>
- Look at the email message sent to everyone on Dec 18, 2020 titled "Email Archiving Update"
- View a video guide at: <https://www.oneuabmedicine.org/-/right-on-target-protecting-phi-and-email-archiving-changes>

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](mailto:dopmHelp@uabmc.edu)

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