

**From:** dopmannouncement <dopmannouncement@uabmc.edu>  
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**To:** DOPM All Users <DOPMAllUsers@uabmc.edu>  
**Subject:** Computer Tip of the Week -- Reminder for when you change your email password

## A reminder for when you change your email password

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



### SITUATION/QUESTION:

I changed my **Email** password (for my @uabmc.edu email account), but I haven't gotten any emails in hours.... Why not?

### A little background first:

All the following phrases can mean the password that you use to get to your @uabmc.edu email account. It can be confusing, because they are used interchangeably:

- Your **Email** password
- Your HSIS password
- Your "One Password"
- The password for your @uabmc email account
- Your webmail password or your Outlook password

Another, sometimes confusing concept is that this is often the same username and password that you use for anything you do re The Hospital

### SOLUTION/ANSWER:

One step people often overlook is that after changing your **email** password, you then need to close Outlook and open it up again\*\* and type in your new **email** password as required. Outlook will NOT remind you to do this, or indicate that there's an error with the password it currently has; instead, it will simply stop sending and receiving emails. ☹️  
Check the lower right corner of the Outlook window and ensure that it says "Connected to: Microsoft Exchange"—that means all is well.

\*\*That's Step #7 on <https://www.uab.edu/medicine/dopm/help/set-up-email-outlook/changing-your-email-password>  
Additional background if needed: <https://www.uab.edu/medicine/dopm/images/TOTW/totw2017-08-07.pdf>

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>