Frequently Asked Questions

**Question:** Why do I keep getting an "Access Denied" message when I attempt to access my e-mail via the web site?

**Answer:** The most common cause of this error message is that your LSUHSC user ID has been expired or locked out. You should first attempt to contact your local computer supporter. If it is after hours or the weekend, you can call the New Orleans Help Desk at (504) 568-HELP; there are available 24 hours / 7 days/ 365 days per year. In order to have your account unexpired or unlocked, you will need to provide some general information about yourself when you call.

If you continue to receive this error message after your account has been reset by your computer supporter, you may want to read “Why does my LSUHSC ID account keep getting locked out?”

**Question:** Why does my LSUHSC ID account keep getting locked out?

**Answer:** The most common cause for a user's account to be locked out is when a user changes their password and they are still logged onto another system (including mobile devices and tablets) under their old password. Even though you log onto a system in the morning and you are prompted to change your password, your account will automatically be locked out after several minutes if you are still logged on another system with your old password. If you find that you are having trouble accessing drive mappings, e-mail, or internet content and you know that you just changed your password, please contact Allied Health IT support to have your account checked. If it is locked again, you should track down all the systems that you normally use and make sure that you are logged out.

**Question:** Why must I change my password every 35 days?

**Answer:** The LSU Health Sciences Center New Orleans Information Security Policy requires that all LSUHSC New Orleans computer account passwords be changed every thirty-five days; otherwise, the account is expired. Once your account is expired, you no longer will be able to access your e-mail or any other web applications that require authentication. If your account is expired, you should contact your local computer supporter or the New Orleans Help Desk at (504) 568-HELP. If you have any questions about this matter, please contact security@lsuhsc.edu.

**Question:** How do I change/reset my password?

**Answer:** Passwords can be reset by going to https://www.lsuhsc.edu/changepassword/. If you have problems changing/resetting your password and are unable to reach Allied Health IT Support, you may call the Help Desk at 504-568-HELP (568-4357) to reset your password 24/7.
**Question:** How do I access LSUHSC wireless?

**Answer:** Instruction to access wireless can be found here for laptops and mobile devices: [Wireless Instruction](#).

**Question:** How do I access Moodle?

**Answer:** To access Moodle on campus, go to [https://moodle.lsuhsc.edu](https://moodle.lsuhsc.edu). To access Moodle off-campus, please connect to it through [LSUHSC Remote Access](#).

**Question:** How do I access CoursEval?

**Answer:** To access CoursEval on campus, go to [https://ahcourseval.lsuhsc.edu/etw/ets/et.asp?nxappid=WCQ&nxmid=start](https://ahcourseval.lsuhsc.edu/etw/ets/et.asp?nxappid=WCQ&nxmid=start). To access CoursEval off-campus, please connect to it through [LSUHSC Remote Access](#).

**Question:** How do I check my LSUHSC email using webmail?

**Answer:** To check your LSUHSC email, go to [http://webmail.lsuhsc.edu](http://webmail.lsuhsc.edu). Please follow the directions on the page on how to log in to webmail.