

## If you are experiencing problems sending emails to someone to whom you have successfully sent mail to before:

The problem may be related to the new “autocomplete” feature in Outlook Web App. The autocomplete feature is there to help you save time by caching and then suggesting email addresses for people you have sent mail to before. Unfortunately it is not perfect – if someone was recently moved to the new email system, the address in your autocomplete cache will be out of date and your email will be returned with a message like this:

### Delivery has failed to these recipients or groups:

[User’s name shows here]

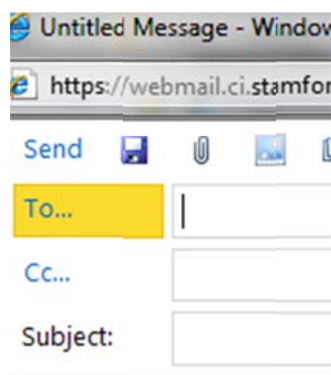
The e-mail address you entered couldn’t be found. Please check the recipient’s e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

(If you hover over the user’s name, you will get some gibberish that may look like this: IMCEAEX-  
\_O=CITYOFSTAMFORDEXCHANGE\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYD  
IBOHF23SPDLT+29\_CN=RECIPIENT)

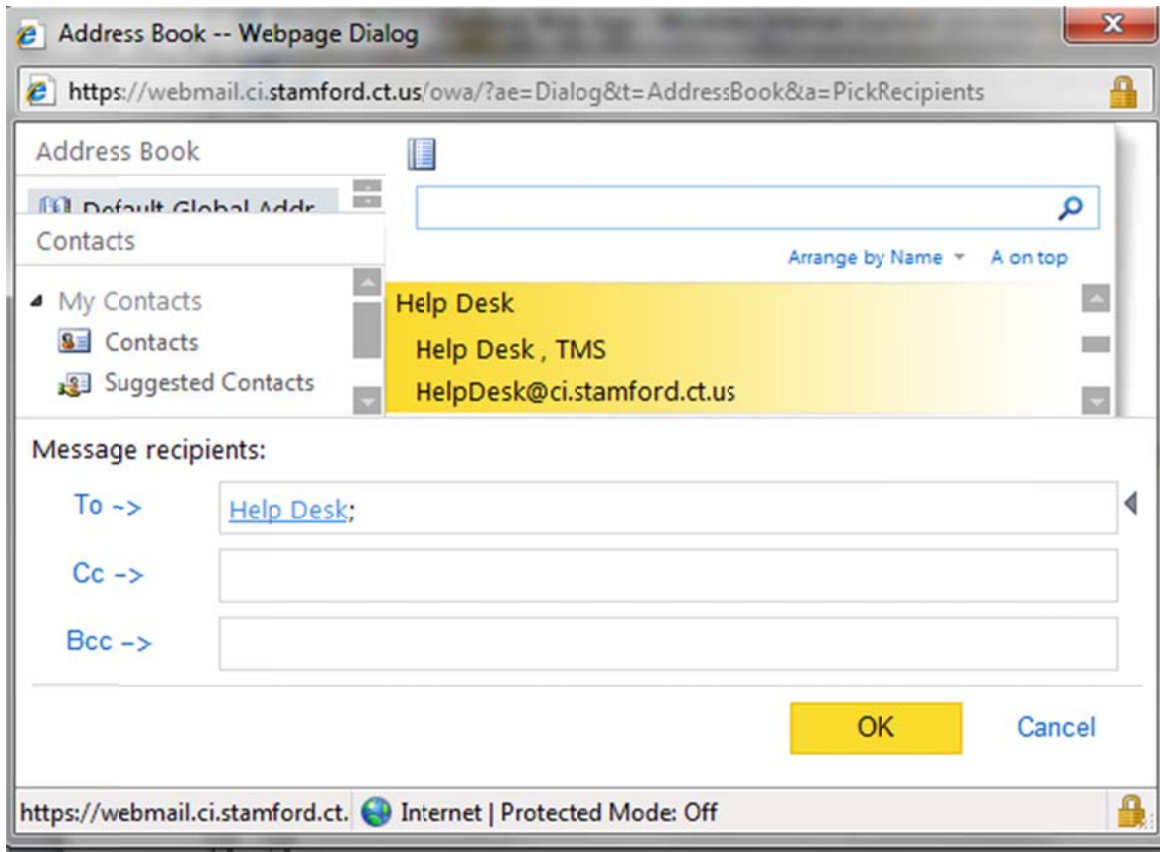
This is relatively easy to fix. ***What you will need to do is re-send the message, but this time select the user’s name from the “Default Global Address List”. You must do this instead of typing anything in the “TO” field. Be sure not to choose any of your “suggested names” as these are probably incorrect as well.*** This will overwrite the incorrect address in your autocomplete cache and the message should be delivered.

### Please continue reading if you are not sure how to do this:

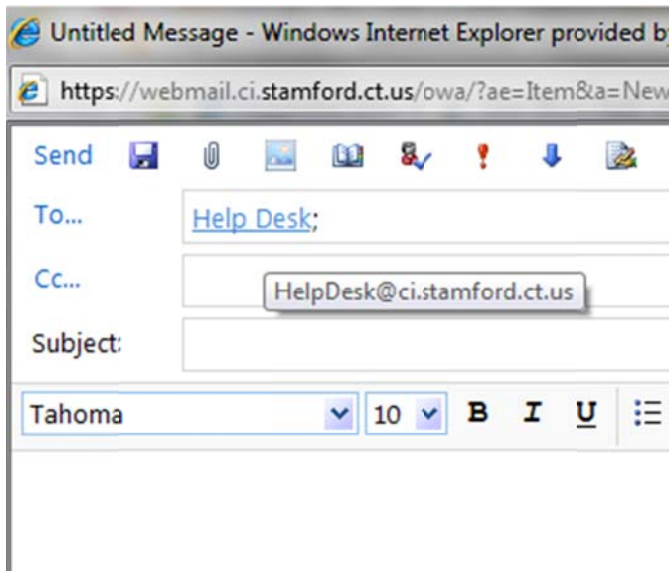
Start a new message. When you see the “TO” field, ***do NOT start typing.*** Instead click the word “TO”. (See below:)



When you do this, the “Default Global Address List” will appear in a new window with all the users in the system listed. Choose your recipient from this list, and double click their name to add it to the “TO” field. Then to finish, click the “OK” button at the bottom of this window (see picture next page).



This will add the name directly from the list to your email message. It should also overwrite your autocomplete cache for this particular recipient.



If you are still experiencing problems, please contact the Help Desk at 977-4936.