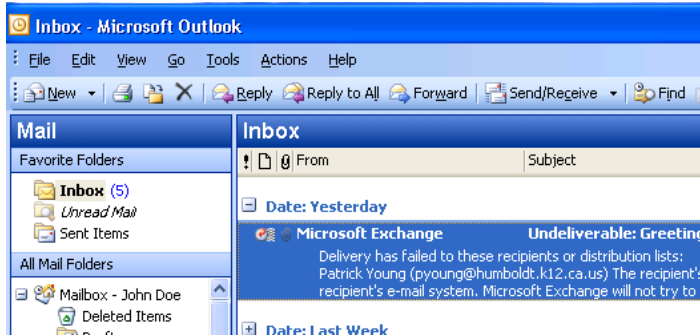


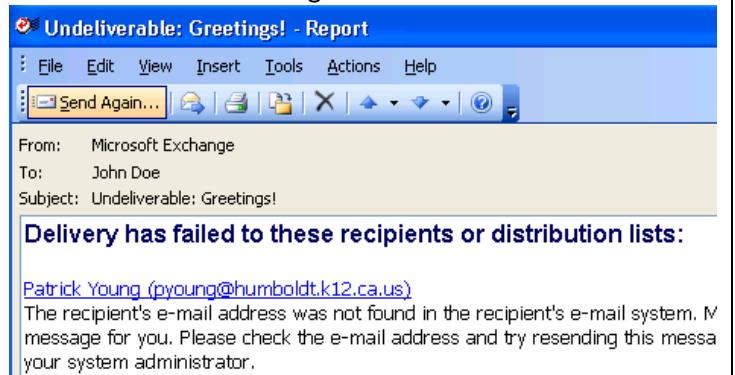
# Fixing Stale E-mail Addresses

Since our recent e-mail migration, you might find that even though you cleaned up your address book and distribution lists (see separate document), that you are still getting e-mail returned to you as undeliverable. This can be the result of using "stale" e-mail addresses—addresses that appear correct but actually contain remnants of our old server. In particular, this can happen when you reply to an e-mail that you received prior to 12/21/10, or when Outlook automatically finishes an e-mail address as you type it in. Follow these steps to resend the message so it gets delivered.

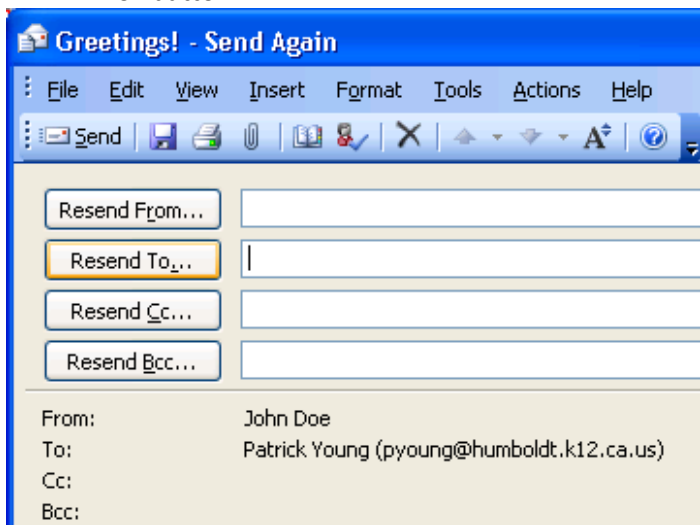
1. Open the message from "Microsoft Exchange" by double-clicking on it



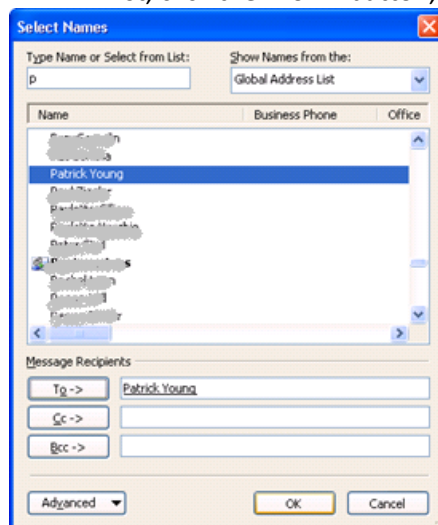
2. Click the "Send Again" button



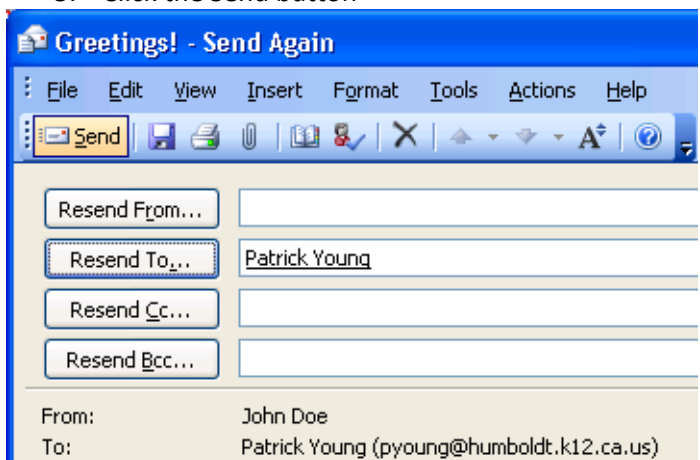
3. Delete the user's name, and then click the "Resend To" button



4. Select the user's name from the Global Address List, click the "To->" button, and then click OK



5. Click the Send button



6. In the event that the name is not recognized after you click send, click the button to "Show more names" and select the name again as you did in step four. The message should send then.