Senders receive error when sending a new email to a recipient they were previously able to email

Problem

Students receive "bounce-back" errors when sending a new message to a faculty or staff member they were previously able to mail.

Cause

The entry for the faculty/staff member does not line up with a cached/saved frequent contact entry that any student who mailed that faculty/staff member previously would use if they allow the email to automatically fill in the address or reply to an old email from the faculty or staff member.

Error Message

> ⓘ Delivery has failed to these recipients or groups:
>
> Faculty or Staff Member's Name
>
> 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.

Solution

When you begin to type an email address in the TO field for either the Outlook Client or WebApp an auto-populated name will appear. Click on the X to the right of the name to delete the cached email and then type the email correctly in the TO field.
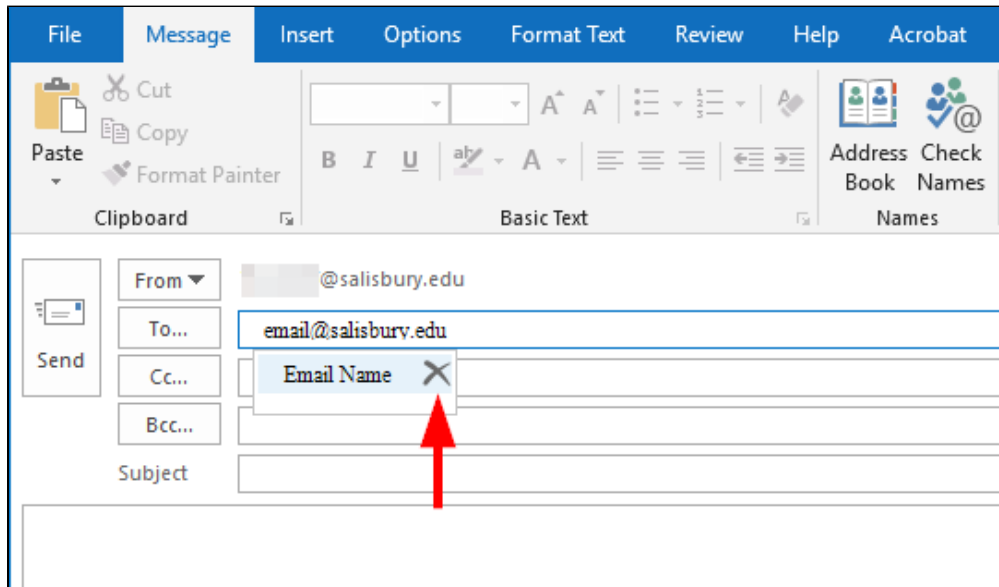
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