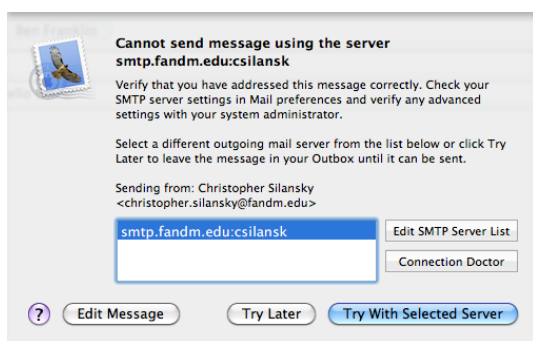


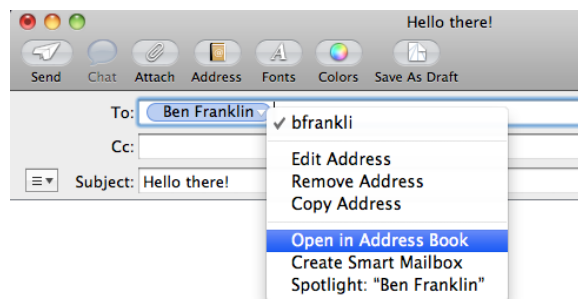
Updating Your Address Book in Apple Mail

Before June 10, 2011, members of the Franklin & Marshall community were able to send emails to **fandm.edu** addresses using only the recipient's NetID (for example, **bfrankli** instead of **bfrankli@fandm.edu** or **ben.franklin@fandm.edu**).

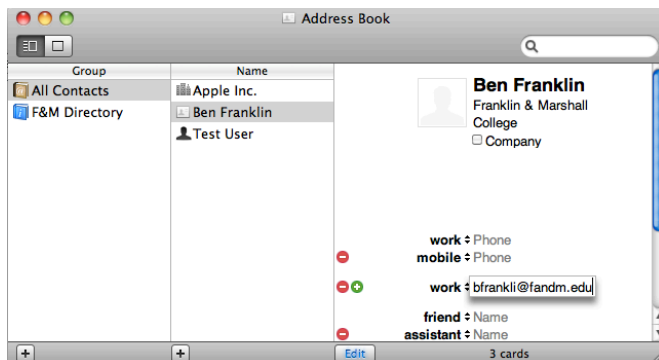
The newest version of the mail server prevents us from enabling such a shortcut. If you see an error message like the one below when using Apple Mail, you may have to update your saved addresses to use the proper syntax.



1. To address this error message, click the **Edit Message** button.



2. Click on the white arrow next to the name of the first recipient. If the address is not complete (in this case, **bfrankli** instead of **bfrankli@fandm.edu**), click on **Open in Address Book**. If the address is complete, repeat this step with the next recipient.

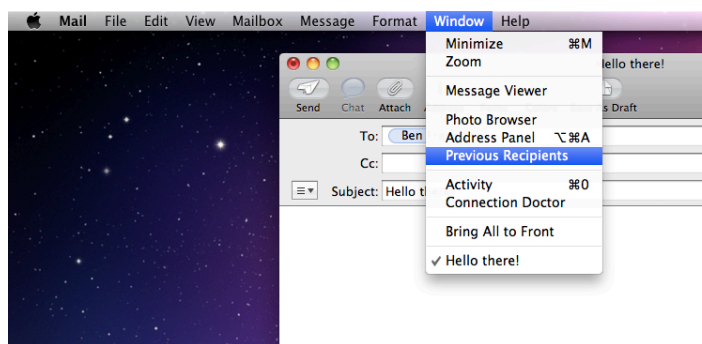


3. In the Address Book window that appears, click the **Edit** button and update the email address. When you're finished, click the blue **Edit** button again to save your changes.

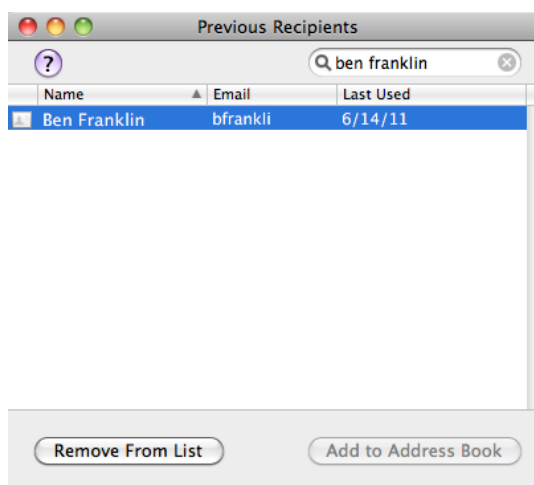


Information Technology Services QuickStart

- Click on your email message in Apple Mail once again. Click the **Window** menu and select **Previous Recipients**.



- In the window that appears, search for the recently-edited contact's name. If there is a listing for this contact with the incomplete address, select it and click **Remove From List**. This will ensure that Apple Mail does not attempt to use the incomplete address in any future emails.



- Delete this recipient's name from the **To**, **Cc**, or **Bcc** field of your email and add it again. You should see the correct address appear as you are typing the name.

You should now be able to successfully send the message. If you're still receiving the same error, repeat these instructions from step 2 with the next recipient on the **To**, **Cc**, or **Bcc** list.

For further assistance, see other ITS QuickStarts, (<http://its.fandm.edu/quickstarts>), or contact the ITS Help Desk Call Center by email at helpdesk@fandm.edu or by phone at 717-358-4483.