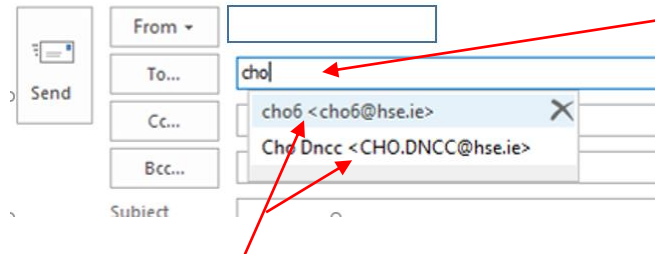


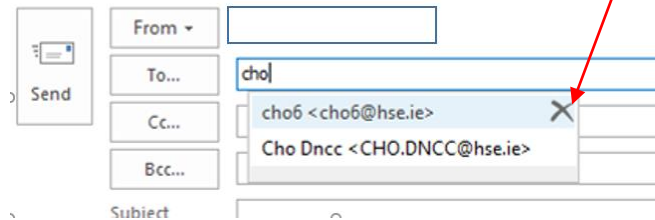
You are receiving this message because you have received a bounce back when sending an email to MAILBOX in the last four days,
This issue is being caused due to an error on auto-complete list on the sender's outlook, please follow the following instruction to rectify this issue.

Type in the name of the user/mailbox you wish to send your email to e.g. CHO6

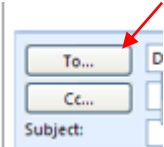


There may be multiple entries that are similar in name –

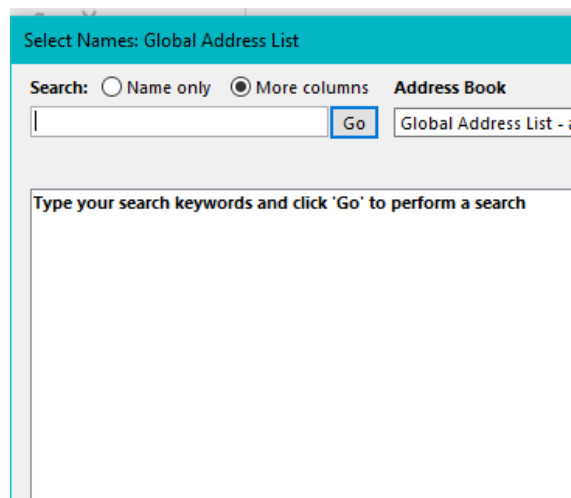
Select the one you wish to remove and click on the **X** to the right of the name. this will remove the entry from the auto-complete list.



Click on the **TO** field



The Global Address List (GAL) will be presented on screen



Type in the name/email address you are looking for

Select Names: Global Address List

Search: Name only More columns Address Book

cho6 Global Address List - a

Type your search keywords and click 'Go' to perform a search

Select "Go"

A list of users/email address with the text entered will be displayed
Double click the user/ email address you wish to send to

Select Names: Search Results - Global Address List

Search: Name only More columns Address Book

cho6 Search Results - Global Address List

Name	Title	Business Phone	Location	Department	E-mail Address	Corr
adon cho6				generic email	adon.cho6@hse.ie	
cho6				generic email	cho6@hse.ie	
CHO6 HEALTH & WELLBEING				generic email	cho6.health&wellbeing@hse.ie	
HR CHO6					hr.cho6@hse.ie	
primarycare cho6				generic email	primarycare.cho6@hse.ie	
Safeguarding Cho6	Generic Account	01-2924535			safeguarding.cho6@hse.ie	

It will now appear in the "TO" field

< >

To -> cho6

Cc ->

Bcc ->

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Select **OK**

You will be presented with message window and the correct email address in the **TO** field

Send

From

To... cho6

Cc...

Bcc...

Subject

When you have completed your email click on **Send**.