Memo

Date: December 9, 2019

To: Priests, deacons, brothers, sisters, principals and chancery staff

From: Maureen Smith, Director, Office of Communications

Re: New emails for Catholic Charities

Catholic Charities is getting a new web address and new emails as of Dec. 9. This means you will need to update the way you send emails to our colleagues in that organization.

New email addresses: (name)@ccatlanta.org

Most of us use the "auto-fill" function on our emails. When you start to type an email you have used before, Outlook will automatically fill out the address based on what you have used in the past. You don't want to do that anymore. Here's how you teach Outlook the new address:

When you open an email and start typing the name, you will see the suggested address. There will be a tiny "x" next to their name.
Click the "x" to delete this address from Outlook's memory. Manually type the new address. Remember, the only thing changing is the domain, from catholiccharitiesatlanta.org to ccatlanta.org. At some point, you will want to restart Outlook to save all your changes.

See attached pages with images on how to do this.

<u>"MANUAL" FIX</u> *(Case by Case basis)*

<u>NOTE</u>: Please be aware that steps 1 through 6 of this 'manual' method may need to be repeated several times as there's a known issue of Outlook being slow to release the cached address.

1. Open a new e-mail message window and begin typing in the address of the person at the parish you are having difficulties sending e-mail to (Example: Enzo Smith)

2. As you type the name/address, a blue pop-up window will appear showing the cached/saved address from your previous e-mailings …..
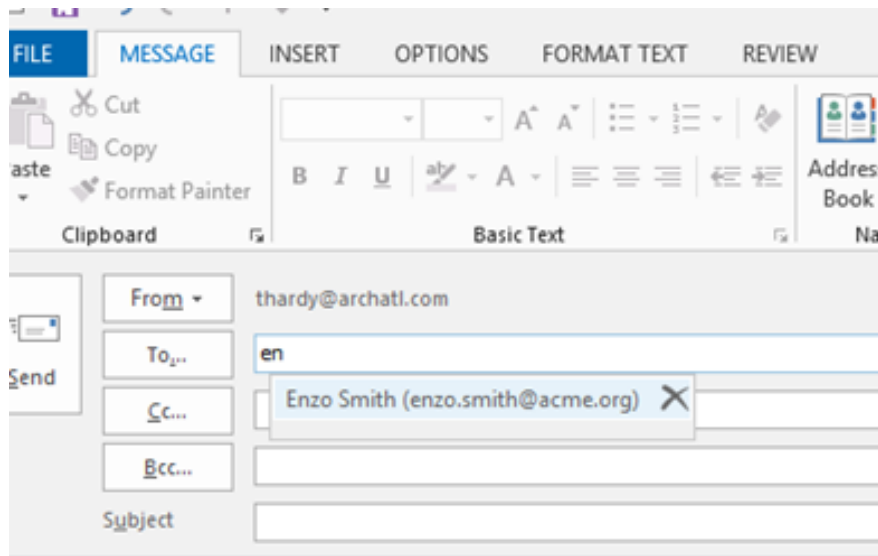

3. Click on the "X" next to the address ………..
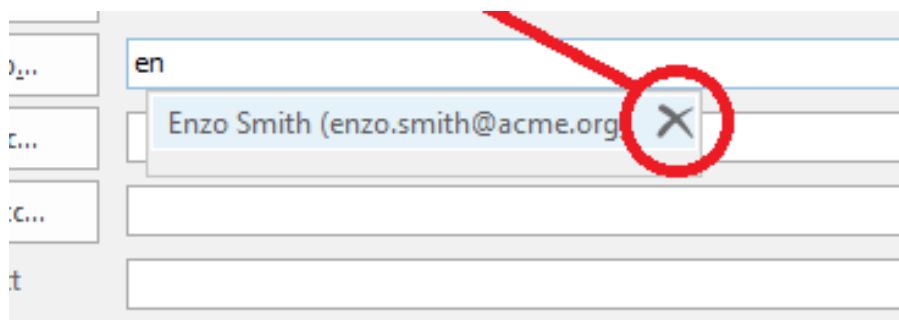
<u>Optional</u>: Repeat for any other addresses you would like to update.

4. Next, <u>COMPLETELY</u> close down Outlook to allow the changes to take effect.

5. After restarting Outlook, continue back to a compose message window. Using a name/address you recently deleted, again begin typing in the address of the person and you should no longer see the blue pop-up - signifying it has been removed from your Outlook's cache ...
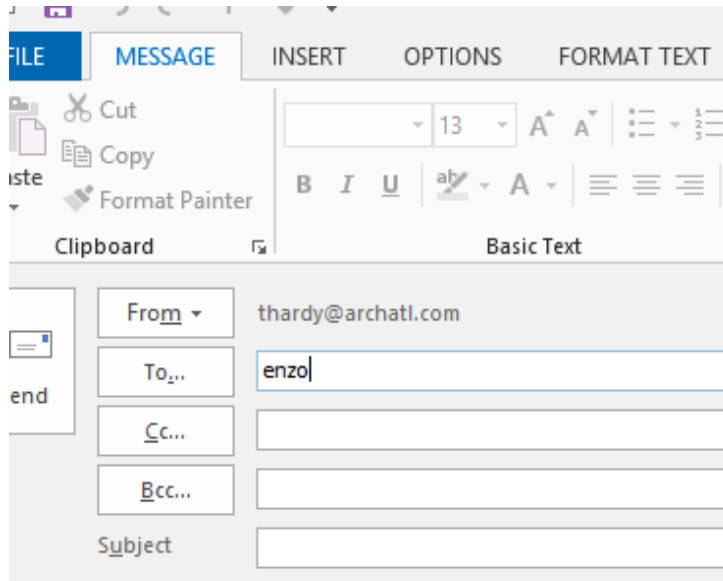

6. To double-check this, hold down the **Ctrl** key and press the **K** key to perform the "Check Names" routine and the box should no longer show that person's address ....
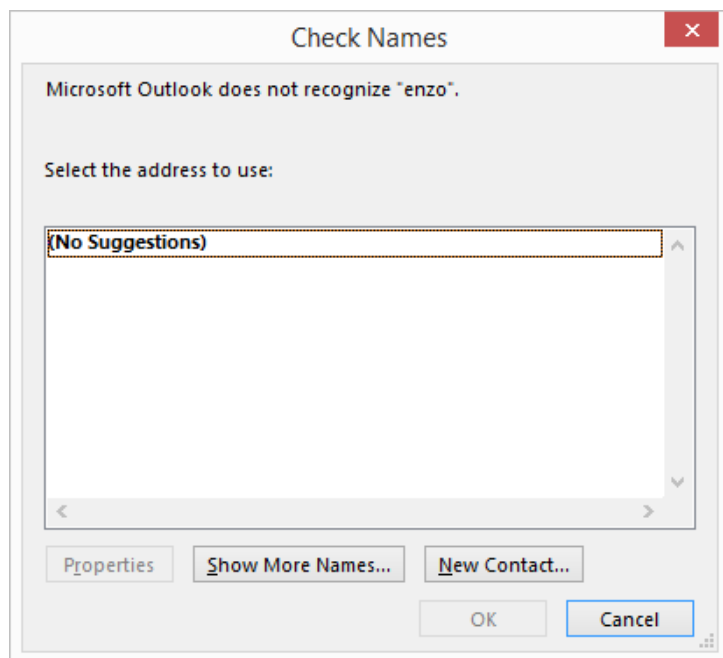
__Note:__ The "Check Names" window (as shown above) may or may not be empty as it may contain "similar" names to the person's you've just removed from cache. However, it should no longer show 'that' person's address.

7. Lastly, retype the recipient's entire e-mail address in full ….
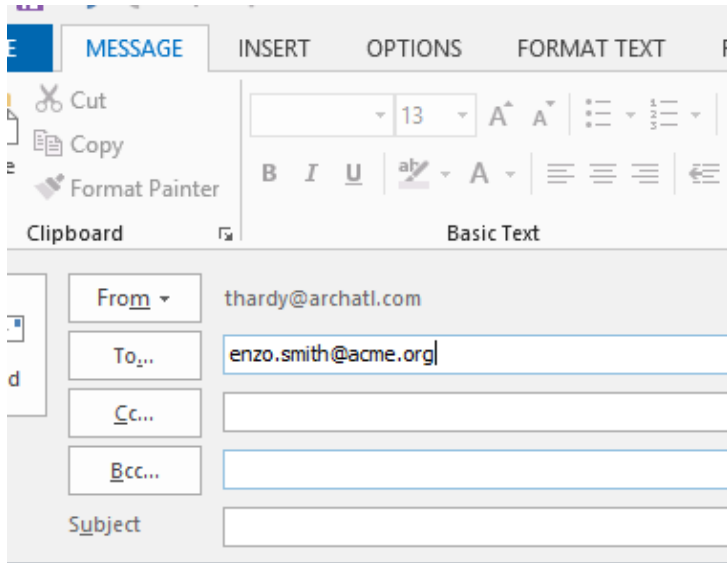
… and Outlook should resave it into cache and prepare the message to send – shown by underlying the recipient's address: