

Bounced Email Problems - May 2012

May 2012

If you have sent an email message to someone and are wondering why that person hasn't responded, it may be because it was never received.

As part of the ongoing email migration process being conducted by UITs, some email isn't being delivered in a timely manner or not at all. Unfortunately, it may take up to two weeks for the message to bounce for you to know there was a problem.

To better the odds that your email will be received by your recipients and avoid Non-Delivery Responses (NDRs):

- **Type out the full email address** you intend to send email to. Do not use the Outlook's Global Address List (GAL) to select addresses or use the auto-complete feature for addresses to send messages.
- Check before you click "send" that the addresses are complete. For instance, if you want to send Douglas an email message, use his full email address, i.e., **dstarkey@email.arizona.edu**, not **dstarkey**.

UITs is aware of this problem, which will be resolved when all email addresses are migrated by Monday, May 21, 2012.

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http://www.chem.arizona.edu/it_support_group/bounced_email

