

Sending to the Wrong Email Address?

When we receive an email from an email address or use an email address even once, Entourage remembers it. It's not necessarily placed in the address book, but there is a preference set in our programs, by default, to remember addresses used.

When we begin to type in an address, Entourage searches its memory for addresses that it has stored and gives you a list of addresses that might match. Whichever one is highlighted is the one it will use if you hit return or tab. It highlights the most often used address or the last used address.

The only way to get rid of an address that Entourage has put in its memory is to clear ALL the addresses in the memory; you cannot be selective about which addresses to clear.

What you CAN do:

Make sure that the address that is highlighted is the one you want to use.

Be careful; I've found that even though I click another address, it doesn't necessarily choose that one. Remember those emails to the District Tech Committee that I accidentally sent Districtwide? You have to click in the exact right spot to choose another one in the list that pops up. I found that using the up and down arrows is more accurate. Also, once you choose an address, check to make sure the correct one shows in the "To" box.

If you want to set your preferences to NOT remember addresses, follow the steps below. Not many people want to NOT do this, because otherwise you'll have to type in the whole address you want to email to.

- > Entourage
- > Preferences
- > Mail & News Preferences
- > Compose
- > Uncheck the box that says "Display a list of recently used addresses when addressing messages"

If you want to Clear the list of addresses remembered, use the Clear List button. But remember, that will clear ALL the addresses that Entourage remembers. You'll have to type in the WHOLE email address when you send emails. Many of us don't memorize all the email addresses we use and rely on Entourage to remember them for us.

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