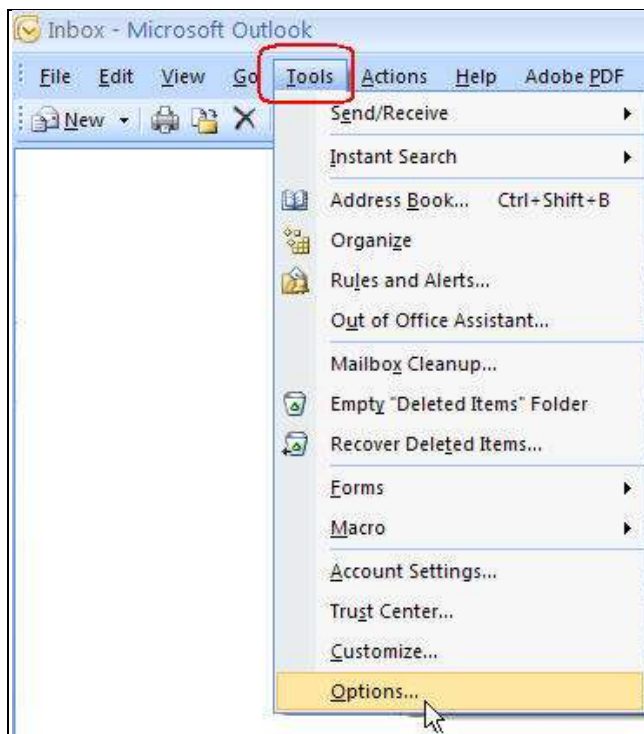


TROUBLESHOOTING MICROSOFT OUTLOOK E-MAIL ERRORS

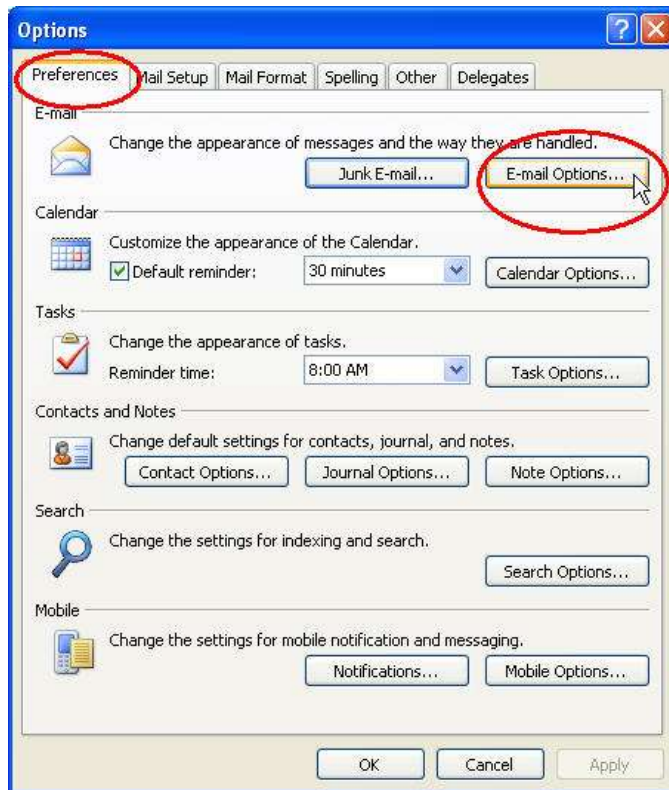
Follow these instructions only if you receive a “Check Names” error after sending an e-mail to students using the SOLAR Class Roster.



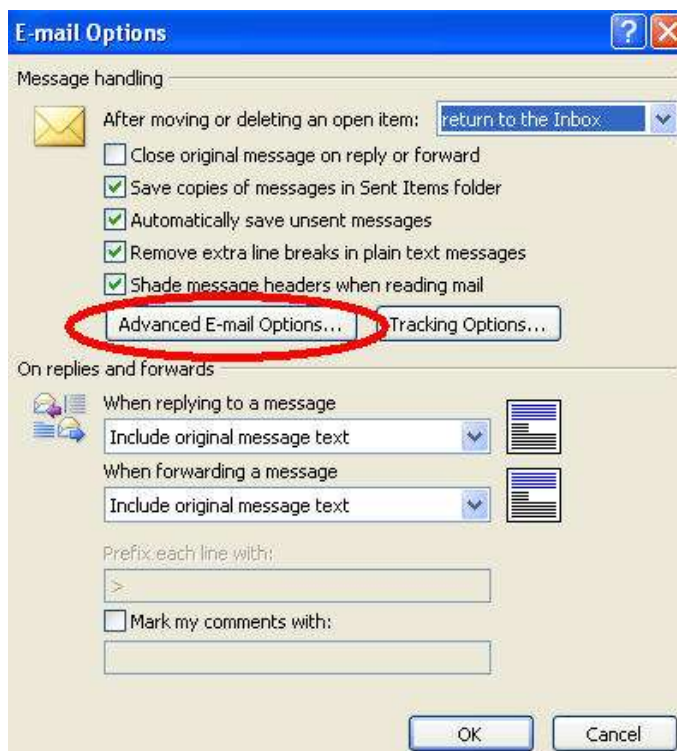
Step 1: Open Microsoft Outlook (email) and click on **Tools**, then **Options**.



Step 2: On the Preferences page, select **E-mail Options**.



Step 3: On the E-mail Options page, select **Advanced E-mail Options**.



Step 4: On the Advanced E-mail Options page, check the “**Allow comma as address separator**” checkbox to convert invalid commas to semicolons.

Note: Allow Outlook Explorer a few seconds to refresh the information.

