OUTLOOK 2011 FOR MAC - ADDRESS AUTOCOMPLETE - PROBLEM AND SOLUTION GUIDE

INTRODUCTION

Microsoft Outlook 2011 for Mac is a personal information manager that includes email, calendars, a task manager, contact manager and note taking features. There is a known Microsoft problem using the autocomplete feature in the email portion of Outlook 2011. The autocomplete feature saves and recalls addresses that have been used to send or receive emails. When using the To, Cc or Bcc fields, this feature automatically selects an address with a unique match from the dropdown suggestion list. This guide provides the solution to remove any unwanted email addresses associated with your personal profile.

ADDRESS AUTOFILL PROBLEM

You will know if you are experiencing a problem with the Outlook 2011 autocomplete feature if your email displays similar to the image below. This problem occurs intermittently when autofill is used and associates the sender’s name with the recipient’s name and email address in the To field. For example, autofill will display addresses with your name but someone else’s address.

SOLUTION

To correct this problem, the incorrect address must be removed.

1. Select the Contacts tab in the navigation pane.
2. Select the **Organize** tab and then select the **Me** button.

3. Update the **Me** contact information. Select the **minus sign** to delete the extra email addresses associated with your name and select the **Save and Close** button.

**NOTE:** The **Me** contact stores information about Outlook’s default main user. If the contact information does not match your personal information (name and address), then update the record accordingly.

**NEED HELP?**

Contact the IT Help Center by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, Room 33).