Troubleshooting Undeliverable Email Messages

If you are getting undeliverable messages in Outlook e-mail here are a few things to try:

1. Is the email address correct? Try typing it in the TO: window by hand.
2. Is the email address an off campus e-mail? If the email is being rejected it is possible that anywhere en route the e-mail was rejected, including the server where the email is being delivered to.
3. Try looking at the undeliverable message you may see that it was rejected at the receiving end. In this case, you may have to wait until the receiving email server is up and running again.
4. Try and send the message with a 'read receipt'.
5. If you have another email address outside of CNM try sending the message from there, if it doesn't go through this is a clear indication that it is not CNM having the issue. If it does go through, please contact the service desk and notify them of the issue.