Explanation of Reply-To Setting

A frequent question comes from subscribers who send email and then wonder why they do not always get a reply.

Internet users who receive a lot of mail requiring a reply normally use the Auto-Respond feature in mailer programs when replying to email. However in some cases this setting in your mailer may have been left blank, and the return address appears as **@melbpc.org.au** - ie without a username. Quite often they will not notice this and send off a reply which can never find a home, although if they are alert they will notice the omission and add the username manually, if they can be bothered!

So it is essential that you correctly complete your Reply-To configuration.

For most mail programs:

Open your mailer program, and then use the pull-down menu under **Tools**. Click on **Accounts....** On the **Mail** tab, highlight the entry "MelbPC Mail", then click on **Properties**. Make sure that your Name/Username/Email address is correctly entered.
The bottom line **Reply Address** must be left completely blank as your return address will be picked up from other settings. However if you wish replies to be sent to an alternative email address, enter the complete alternative address in this box.

While you are at it, and to be fully correct, the "Organization" line two lines above should read: **Melbourne PC User Group, Australia** - or the name of the ISP providing your service. This is a universal requirement and the use of any other name in its place contravenes the agreement you have signed with Melb PC.

Remember that the easiest way to check your email addressing is to send a message addressed to yourself, and then take the next step and reply to the message after you receive it back to prove all settings are correct.

Please note: As virus scanning is in place on the Office 365 server, only strictly correct email and reply-to MelbPC addresses may be accepted, i.e username@melbpc.org.au -anything else is not recommended and may bounce or cause other system problems.

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