

Notes Version Issues Affecting Email

Cathy Hennes

As you may know, soon we will be upgrading to new loadsets (Windows 2000, Office 2000, and Lotus Notes 5)--in fact, some people are already getting upgraded, and we're beginning to experience version issues between Notes 4 and Notes 5.

Apparently customized letterheads create problems for the Notes 5 user's email. When he or she receives an email with a customized letterhead from a Notes 4 user, the Notes 5 user must click through dozens of error dialog boxes before finally able to open the email.

Therefore, until we have all upgraded to Notes 5, with Notes 5 emailboxes, we ask that you use standard Notes email letterheads. This will alleviate the errors.

Please contact Cathy Hennes if you have any questions.


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Add the CGEY Name & Address Book to Your "Address" Button

Cathy Hennes

According to Meadowlands personnel, the CGEY address book does not appear in the "Address" button because it is not cascaded on any of our servers--and it will not be. A communication was sent to all E&Y individuals about adding CGEY individuals to your personal address book for correspondence. See below for a reprint of that information:

Changes to Lotus Notes Mail

Beginning June 2, e-mail addresses in the newly created CGEY Name and Address Book (NAB) must be used to send e-mail to CGEY staff. (Link to CGEY NAB: ) You must update e-mail addresses in your Personal NAB in order to send messages to CGEY personnel. To update old Notes e-mail addresses, go into the GCEY NAB, select the names you want to replace, and click the Copy to Personal Address Book button. Click Yes to replace the current name. Attempting to use old Notes e-mail addresses for CGEY employees will result in delivery failures.

An alternative to using addresses in the CGEY NAB is to send e-mail via the Internet, just as you would to people outside the firm. CGEY uses an Internet e-mail address format similar to E&Y's: firstname.lastname@us.cgeyc.com @internet. For addresses of CGEY staff in countries other than the U.S., substitute for "us" the correct country abbreviation such as "uk" or "de".

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Choosing Between Email Names

Cathy Hennes

Are you addressing emails and getting asked which name to use? Is Notes showing you a person's old name and new name and you have to pick the new one? This occurs when you have added names to your personal address book and names have changed. Since your name and address book is local to your hard drive, there is no automated way to update these names. Follow these steps to check your local address book and update it:

1. Go to your workspace, and double-click on the **** (your name) **Address Book on Local**.
2. Choose the **People** view from the left side. Check the names in your list to the right.
3. Delete MANUALLY every name you find that is anything other than */GLS/EYLLP/US
4. Close out of your local name and address book.
5. Go open the main **EY-NAmerica's Address Book**, located on any server and open the **People** view.
6. Select your name(s) and re-add them by clicking on the **Copy to Personal Address Book** Button.

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Help! I'm Having Problems with Lotus Notes!

Barb Zorc

Isn't it amazing how much little things matter? For example, you could go years in GLS paying little if any attention to your Lotus Notes ID-- until it changes, and you find out how important that little identifier is to your information flow.

Recently many in GLS have been experiencing headaches around Lotus Notes mail and database access. Maybe you can't get into the HR Corner, or maybe you get multiple copies of the same email. According to Cathy Hennes, nine times out of ten the problem can be traced back to the user's failure to change his or her Lotus Notes ID.

Cathy (yes, she's baaaack!) put together the following quick steps to the solution to your problems!

1. Select File/Tools/User ID. Look in the dialog box at your Notes name. Does your name appear correctly showing GLS as your department in the certifier string? (Example: Dear Gladys/GLS/EYLLP/US) If anything other than GLS appears, you have the wrong ID and need to **switch ID in your Notedata file**.
2. Open your Notes Mail. Click the button for a new memo. If your name appears twice, do the following: Select Actions/Calendar Tools/Calendar Profile. A document opens up that allows you to see your name. If it's anything other than described above, you need to change it to your GLS name. Then click the OK button.

If you have successfully corrected your Notes ID you should see your name only once when creating a new memo, AND you should have no problems opening the access-restricted databases.

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