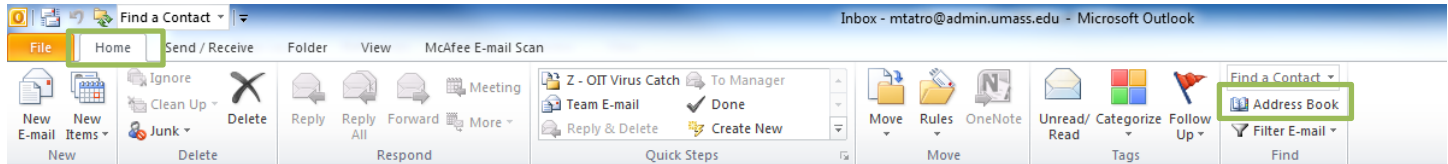# Fixing Corrupted Contact Address Links

This fix is intended if when you send an email to a valid recipient you get an error message saying the message was unable to be delivered, or you are unable to view the contacts calendar even if you have permission to do so.

1) Click the "Home" tab, and then go to "Address Book", highlighted above.



2) On the highlighted drop down, select "Contacts". Then double click the desired contact. A new window for that contact should open.
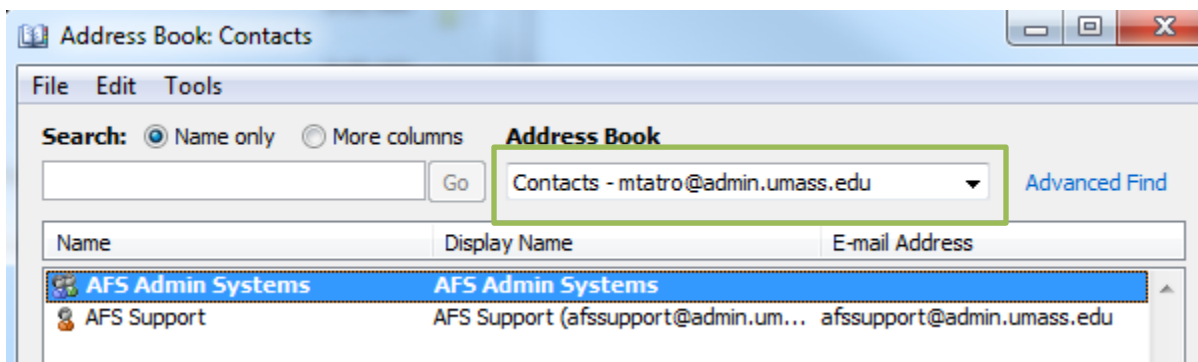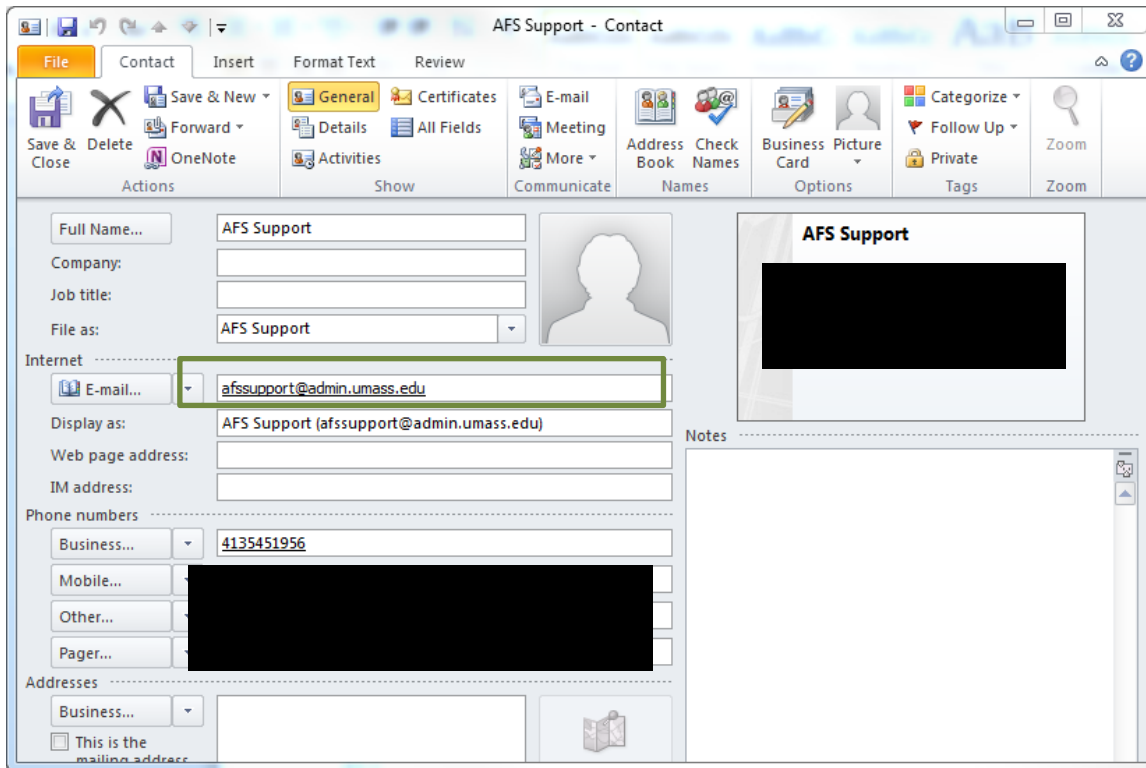
3)  In the highlighted region is the email address for the contacts. It probably shows it being underlined. This means it has some coding as a link. We want to keep the email address, but not the link information.  I suggest writing the email down on a piece of paper.

4)  Delete the current highlighted text, leaving the cell blank. Then, retype the email address. If a box appears under the cell while typing it, do **not** click it, as that is the autocomplete and keeps the old, improper, link.

5)   Once you complete typing it, press the "Save & Close" button in the upper left. At this point, the email may have the underline, and this is alright, so long as you typed the whole email address before the underline appeared.
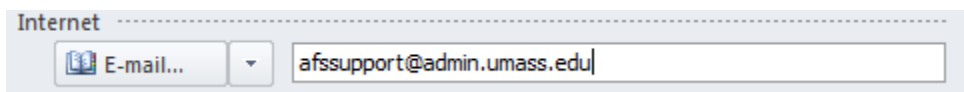


This is what it should look like before saving. If the underline appears because you click elsewhere in the window, that is ok as well, so long as you typed the whole thing **and did not have assistance from the program**.