My Mailing List Name Won't Validate in the To: Field

Last Modified on 08/22/2022 2:35 pm EDT

When sending to PoliteMail Mailings lists, or local Outlook distribution groups, Outlook utilizes it's Address Book service to validate the list and access members of the list.

When a list goes into the Outlook To: field, it should appear like: **[+] MailingListName;** if it doesn't, Outlook and PoliteMail will not be able to send to that mailing list successfully.

Sometimes an Outlook profile could be installed without the Address Book service enabled. If the Address Book service is installed, the PoliteMail temporary list folder must be set to used as an Outlook Address book. Here is how you do that.

1. Click Contacts in Outlook.
2. Right-click PoliteMail temporary Lists and select 'Properties'.
3. Select the Outlook Address Books tab, and check the box for Show this folder as an e-mail Address Book
   Note: if this checkbox option is grayed out, then you need to activate the Outlook Address Book Service first
4. Click OK