

Wrong name associated with email address in Bethel Mail

In Bethel mail there are times when an email address is typed into the "To" field, but the name associated with that address is incorrect.

- Check to see if the user has manually created a contact for the person using the wrong name.
- It is possible that the person with the incorrect account has changed their name in their Google+ profile associated with their Bethel mail account, which may be reflected in all of their Bethel Google apps.
- If the user has not created/added the contact incorrectly, or if more than one user is having this experience, escalate the issue to Systems.