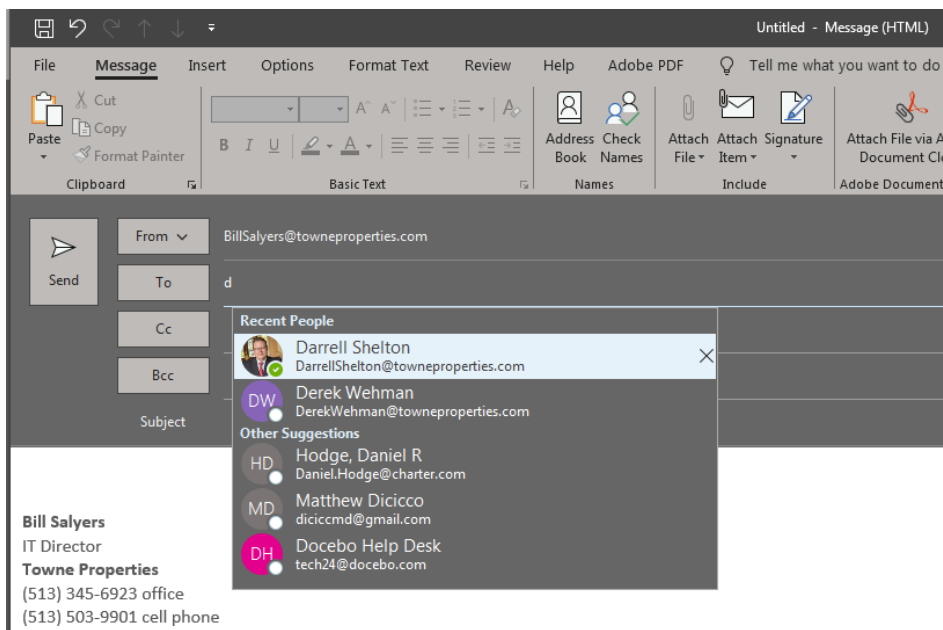# Contact Completion

There is a major difference when addressing an email now that we are using O365 – Have I lost contacts?

> *When I create a new email, I used to be able to type one or two characters in the "To:" address field and the name would automatically be loaded. That is not happening now, and it is very inconvenient.*

It USED to look like this where I had choices:

Now it looks like this where nothing shows up in the "To:" field. Did I lose those contacts?
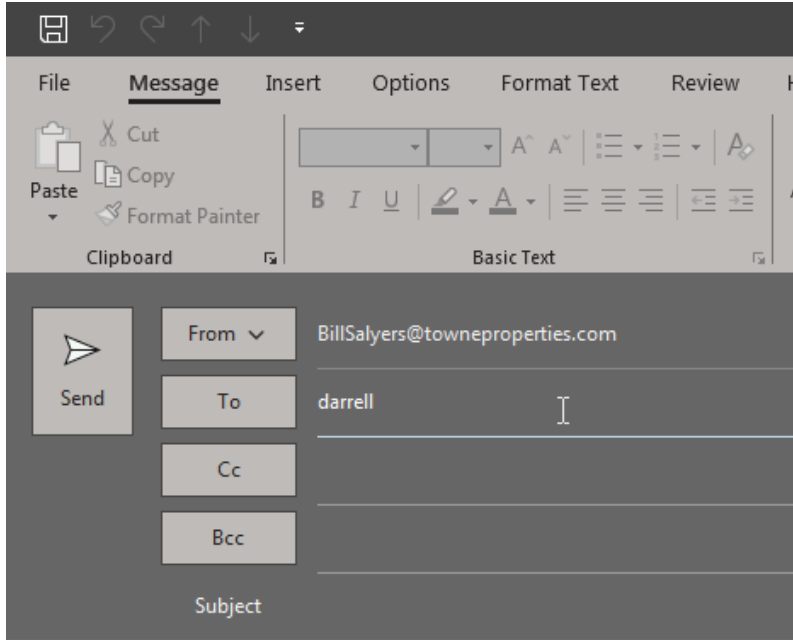

NO! That area that saves previously entered email addresses is a temporary area. When we installed the O365 email client, just like when we had to re-image a PC or when you received a new PC, that temporary area is cleaned out. In this case, there is simply nothing to display.

There are two solutions to this. First, you can just use it as normal and the temporary area will fill up over time. OR, you can "fool" it by putting most of the addresses you will use in each of the fields this way:

1. Create a New email message
2. In the To field type Towne All
3. Click on the "+" sign (shown in Red) This will expand the selection so that all Towne addresses are displayed. (Next Image)
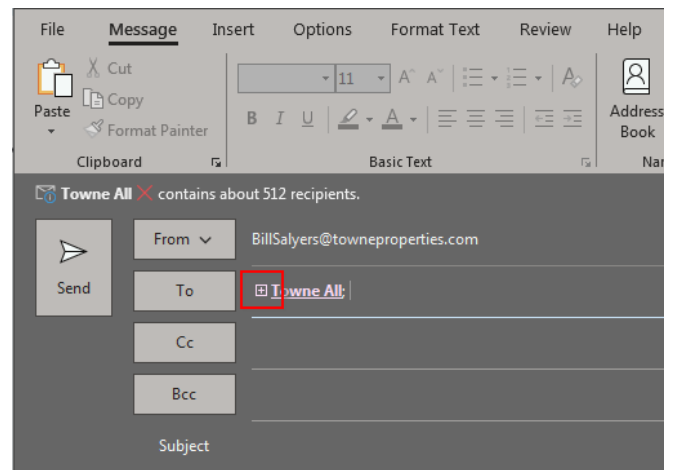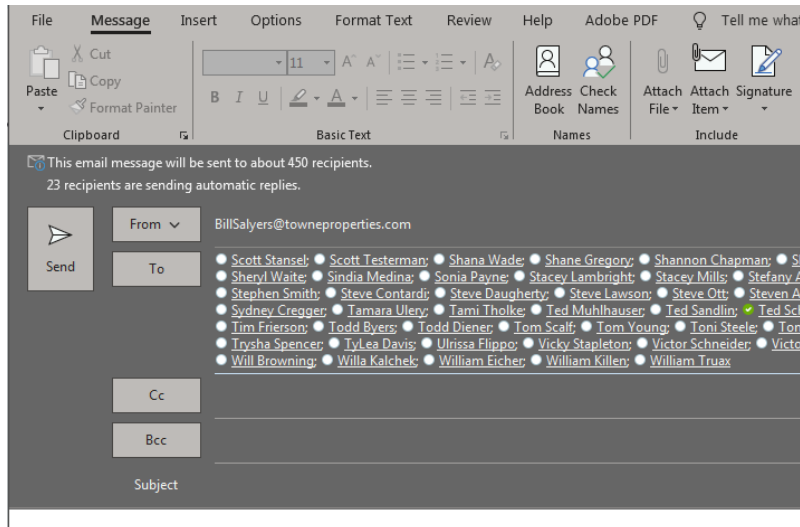
Now just delete the message (don't save the draft). You will now have all the Towne addresses saved in the temporary area and they will appear when you start typing characters.

It is important to know that just because you used someone's email address to send or copy them on an email does NOT mean that it was added to the Contacts. It just stores them in a temporary location.

If you need more information, have a question, a suggestion, or need Help, you can contact the Towne Information Systems Help Desk in any one of the following ways:

- By Phone – 513-345-6990
- By email – help@towneproperties.com
- By filling out the form on www.towneinfosystems.com
- By submitting a work order via the TISI app, located in the Apple IOS and Android store.

Of course, supply as much information as you can so we can provide the best help possible quickly.