# Sending Emails to External Organisations (Post-Migration)

Sending Emails to Non-WH Organisations

Once you have been migrated, you may experience some difficulty in emailing external organisations. To fix this, all you will need to do is remove their email, and re-enter it.

Email removal and reinstatement of email address

- Enter the characters of the mail recipient
- Click on the 'x' icon in the autocomplete drop down to remove the previous email address
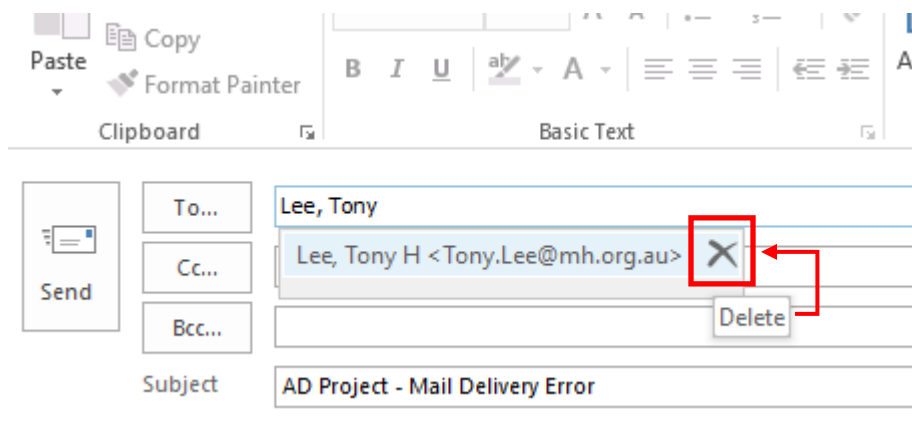
- Enter the address of the mail recipient

The reply option is available on emails received from post migration (emails received in the new domain).

Important things to note;

- After you are migrated, eMail synchronisation may take up to 2 hours. During this time you can use email normally, but you may have limited access to your historical emails.

- There is a possibility that access to shared calendars and mailboxes will be temporarily lost. This will be restored once all users have been migrated to the new Active Directory.

- If any of the checks included in this QRG fail, please contact ServiceDesk and provide a brief description of your issue:
    - Phone: 03 8345 6777
    - Email: servicedesk@wh.org.au
    - Online: http://servicedesk.wh.org.au

- If you have any queries relating AD user migrations, please email WHS-EMRTechnicalTeam@wh.org.au