When transitioning to Boğaziçi email, some structural changes occur in the contacts and rules in the Outlook*. Before the transition, to avoid any data loss, you should definitely and carefully review the guides named “Outlook Configuration”, “Editing Outlook Contacts” and “Editing Outlook Rules”. By following the instruction in these documents, you do not need to delete and re-create existing rules and contacts in your e-mail account.

Specifically, e-mails could not be delivered to their destination in below cases:

- when you do not edit your contacts accordingly,
- when you do not delete your contacts and then add them again with bogazici.edu.tr extension (keep boun extension),
- when the functionality of sending e-mail via boun.edu.tr is turned off.

*In Outlook 2019, since the target folder names in the existing rules are deleted, these rules will not work after IMAP/POP settings. Therefore, before configuring IMAP/POP, the guides named “Editing Outlook Rules” should be applied first.