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.