

# In Outlook the 'from' field shows another name than the user's

Here was the resolution to this client's help request. In this case, the 'from' field showed 'COMMPOWER' which is the technology Team's Admin username:

His "from" field was pulling info from two sources, his AEMS Account, and from a V-card in his Outlook Contacts. On the v-card, updated the card via UT LDAP which is accessed by clicking the update button on the card. That automatically replaced COMMPower which is the Tech Team's admin username, to his full name. Then, in his Outlook Accounts (under Preferences) he also wanted to use his short name Marc. We fixed that as well and made sure that that account was indeed the default account.