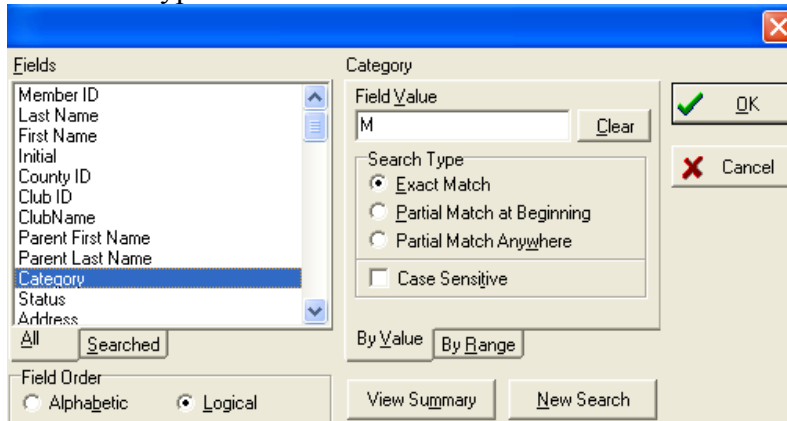


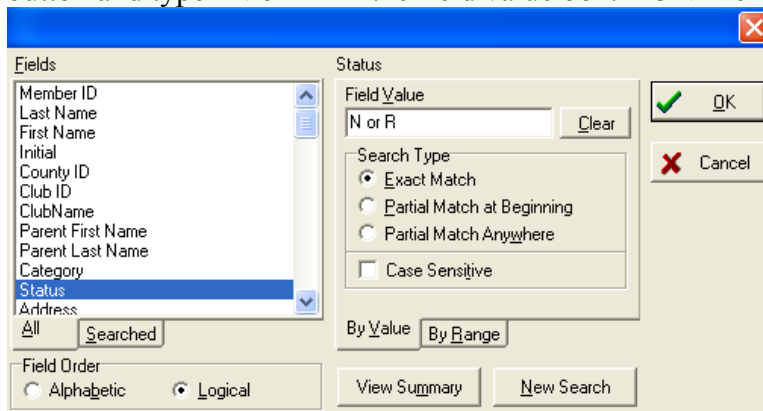
## Finding Emails within Blue Ribbon that bounce back

- 1) Open Blue Ribbon
- 2) Select File | Member Query
- 3) Select File | Filter
- 4) Locate and click “Category”, under Search Type, click “Exact Match” radio button and type “M” in the field value box. DON’T click “OK” Yet!



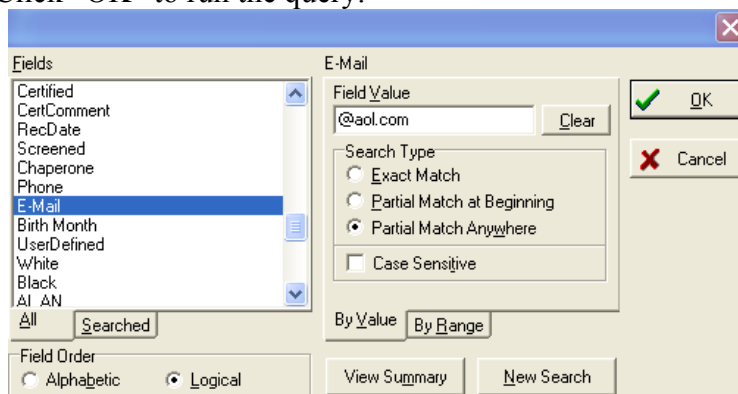
The screenshot shows the search dialog box with the 'Category' field selected. The 'Field Value' is 'M'. The 'Search Type' is set to 'Exact Match'. The 'Case Sensitive' checkbox is unchecked. The 'Field Order' is set to 'Logical'. The 'OK' button is highlighted with a green checkmark.

- 5) Click “Status” under Category. Under Search Type, click “Exact Match” radio button and type “N or R” in the field value box. DON’T click “OK” Yet!



The screenshot shows the search dialog box with the 'Status' field selected. The 'Field Value' is 'N or R'. The 'Search Type' is set to 'Exact Match'. The 'Case Sensitive' checkbox is unchecked. The 'Field Order' is set to 'Logical'. The 'OK' button is highlighted with a green checkmark.

- 6) Scroll down and locate “E-Mail”, under Search Type select “Partial Match Anywhere”, and type in the field value either part or all of the email that did not work. Click “OK” to run the query.



The screenshot shows the search dialog box with the 'E-Mail' field selected. The 'Field Value' is '@aol.com'. The 'Search Type' is set to 'Partial Match Anywhere'. The 'Case Sensitive' checkbox is unchecked. The 'Field Order' is set to 'Logical'. The 'OK' button is highlighted with a green checkmark.

- 7) Hopefully only one email appears and you can proceed to modify their information by double clicking anywhere outside the gray area. This will open the Member/Leader screen and you can adjust the email and click save.
- 8) Select File | Filter again and type in the next email address and repeat process until all files have been updated.