

Apple Mail Incorrectly Uses the Helix ALM Email Tracking Address

Problem

Emails composed in Apple Mail use the Helix ALM email tracking address instead of the user's email address.

Cause

Mail uses the last email address by default. If the last email you sent was a reply to a tracked email, Mail saves the Helix ALM email tracking address as the user's address.

Solution

Disable smart addresses in Mail. See the Apple Mail help for information.

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Helix ALM (formerly TestTrack) -> Apple Mail Incorrectly Uses the Helix ALM Email Tracking Address

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=318>