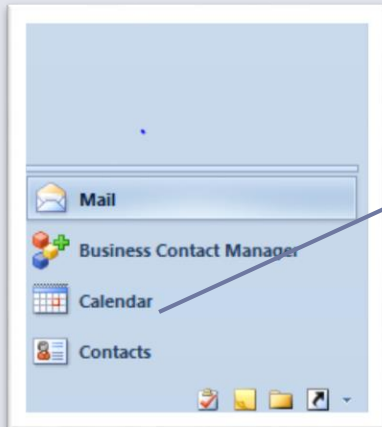


## CONTACTS

### VIEW YOUR CONTACTS FOLDER



Click the **Contacts** button in the lower-left hand corner of your Outlook screen to display your contact information.

### SEARCHING CONTACTS

To find a contact, in **Contacts**, do one of the following:

1. In the **Search Contacts** box, type the name or other contact information.
2. In **Contacts**, press **Ctrl+E**.

You can search for complete or partial names or other information. For example, you can enter a part of a business name or a phone number.

- In any of the card views, such as **Business Cards** or **Address Cards**, click a letter in the alphabetical index displayed next to the cards.
- In any table view, such as **Phone List** or **By Company**, click a column heading to sort the contacts by the criteria that are associated with the column. Some examples of column headings are **Full Name**, **Job Title**, **Company**, and **Categories**.

You also can search for contacts from any folder in Outlook by doing the following:

- On the **Home** tab, in the **Find** group, in the **Find a Contact** box, type the name of the contact. You can enter a partial name, such as Katie W, a first or last name, an e-mail address, a display name, or a company name.

## CONTACTS

### REFINE YOUR CONTACTS SEARCH

When you click the **Search Contacts** box, the **Search Tools** tab appears. The search commands enable you to refine your search to help you find a contact.



- **Scope:** Change which Outlook folders are included in your search.
- **Refine:** Search items based upon categorization, or only entries with phone numbers, addresses, or contacts fields that you choose.
- **Options:** Review and reuse previous searches or change advanced search options.

### SORTING CONTACTS

#### DISPLAY THE CONTACT LIST IN LAST NAME, FIRST NAME FORMAT

If you want your Contacts list to be sorted by the last names of your contacts, you must change the display format to last name, first name format. After you change the display format, you might still need to individually change any contacts that were not updated with the format change.

You can change the name format for the contacts in the main Microsoft Outlook Contact folder or any contact folders that you create. These folders are listed in the Outlook Address Book. However, you cannot change the name format for names in the Global Address List (GAL). For more information about the GAL, see the [Why can't the name format for some contacts be changed?](#) section.

1. Click the **File** tab.
2. Click **Account Settings**, and then click **Account Settings**.



3. On the **Address Books** tab, in the **Name** list, click **Outlook Address Book**, and then click **Change**.
4. Under **Outlook Address Books**, click the address book that you want to change the contact display format for. For example, click **Contacts: Mailbox – Mailbox name**.
5. Under **Show names by**, click **File As (Smith, John)**.

## CONTACTS

6. Click **Close** on the **Microsoft Outlook Address Book** and **Account Settings** dialog boxes.
7. Exit and restart Outlook.

### CHANGE INDIVIDUAL CONTACTS TO LAST NAME, FIRST NAME FORMAT

After you change the name format for existing contacts in the Outlook Address Book, the change applies to future entries that you create. However, occasionally not all your contacts are updated with the format change. In these cases, you must change the format for each contact.

1. In **Contacts**, double-click a contact that does not appear in the last name, first name format.
2. In the open contact, in the **File as** box, click the name in the last name, first name format. For example, click **Smith, John**.
3. On the **Contact** tab, in the **Actions** group, click **Save & Close**.
4. Repeat for each contact not displayed in the correct name format.

In a contact card, the **Display Name** for e-mail addresses is the name shown on the **To**, **Cc**, and **Bcc** lines of an e-mail message and also in the Address Book when you search for a contact. The **Display Name** is created based on how you type the contact's name in the **Full Name** box.

Company names in the **Company** box that start with **The** automatically appear under the next word in the name. For example, **The Phone Company** appears as **Phone Company, The**.

The contacts displayed in your Outlook Contacts folder make up the contents of the Outlook Address Book. You can also create and name other Contacts folders, and in each of these folders you can change the name format. However, you cannot change the display format of names in the Microsoft Exchange Server Global Address List (GAL). The format for names in the GAL is set by your organization's administrator.

### ADDRESS BOOKS

Outlook uses two types of address books. The first type, known as the Global Address List (GAL) requires you to use a Microsoft Exchange Server account, while the second type, the Outlook Address Book does not.

- **Global Address List (GAL):** To display this address book, you must use a Microsoft Exchange Server account. The GAL contains the names and e-mail addresses of everyone in your organization. The GAL is automatically configured with an Exchange account. The Exchange administrator or network administrator creates and maintains the GAL. The GAL can also contain e-mail addresses for external contacts, distribution lists, conference rooms, and equipment.
- **Outlook Address Book:** This address book does not require you to use an Exchange account. The Outlook Address Book is created automatically and contains the contacts in your default

## CONTACTS

**Contacts** folder that lists either e-mail addresses or fax numbers. These contacts are displayed in the **Address Book** dialog box when you click **Contacts** in the **Address Book** list.

If you create additional contacts folders, you can set the properties for each folder to include the contacts as part of the Outlook Address Book.

To view all available address books, click **Address Book** on the toolbar, and then click the down arrow in the **Address Book** list.

Each of your Contacts folders is listed in the Address Books list.

### ADDING CONTACTS

To add new contacts, use one of the following methods.

#### METHOD 1. CREATE A NEW CONTACT ENTRY

1. On the **Home** tab, in the **New** group, click **New Items** and then select **Contact**
2. Enter a name and any other information that you want to include for the contact.
3. Do one of the following:
  - **To finish entering contacts:** On the **Contact** tab, in the **Actions** group, click **Save & Close**.
  - **To save this contact and start another:** Click **Save & New**.
  - **To save and enter another contact from the same company or address:** Click the down arrow next to **Save & New**, and then click **Contact from the Same Company**.

#### METHOD 2. CREATE A CONTACT BASED UPON AN EXISTING CONTACT

When you want to create multiple contacts that share common information, such a company name and address, you can copy an existing contact, and then change the contact copy to include the unique information for the additional contact.

1. In **Contacts**, right-click the contact that you want to duplicate, and then click **Copy**.  
**Keyboard shortcut** To duplicate a contact, press CTRL+C to copy, and then press CTRL+V to create the duplicate contact.
2. Double-click the new contact to open it, and then edit the information.

## CONTACTS

### METHOD 3. CREATE A CONTACT BASED UPON THE SENDER OF AN EMAIL MESSAGE YOU RECEIVE

You can quickly create an Outlook contact for someone who has sent you an email message.

1. Open or preview the email message that contains the name that you want to add to your contact list.
2. Right-click the name of the person that you want, then click **Add to Contacts**.

### METHOD 4. CREATE A CONTACT FROM AN ELECTRONIC BUSINESS CARD

Other Outlook users might include an Electronic Business Card in an email message. When you save an Electronic Business Card, the information that is contained in the card is used to create an Outlook contact.

#### To create a contact from an electronic business card:

1. In an open message, right-click the Electronic Business Card or the attached .vcf file in the message header, and then click **Add to Contacts**.
2. Edit the information as needed.
3. On the **Contact** tab, in the **Actions** group, click **Save & Close**.

#### If you already have a contact who has the same name, do one of the following:

- Click **Add the new contact**. This results in two contacts for the same name.
- Click **Update the information**. In the list of duplicate contacts, double-click the contact that you want to update with the Electronic Business Card information.

### RESOLVING DUPLICATE CONTACTS

If you try to save a contact with the same name or e-mail address as one that already exists in your **Contacts** folder, a dialog box appears with options to either create a duplicate contact or update the existing contact. The same choices are offered for resolving a duplicate Electronic Business Card.

Duplicate contacts might also be created when you import contacts into Outlook. In this case, you can delete the unwanted duplicates. If you are saving many contacts at one time and want to speed up the process, you can turn off the Outlook feature that detects duplicates.

You have two options to resolve duplicate contacts in the **Duplicate Contact Detected** dialog box:

#### **Option #1. Add a duplicate as a new contact**

The new contact will be added to your **Contacts** folder. For example, if you create a contact with the name Judy Lew, and you already have a contact with that name in your **Contacts** folder, you will have two contacts named Judy Lew.

## CONTACTS

**Tip:** Displaying your contacts as Electronic Business Cards is a good choice of views in which to see enough information to distinguish contacts with duplicate names.

### **Option #2. Update new information from a duplicate contact to an existing one**

All the content fields are compared and new or changed information from the new contact is added to the existing contact. Only the existing contact is kept.

Color categories and text in the body of the new contact are not copied into the existing contact. If you want to copy this information to the existing contact, you must do so manually. Certificates and links to contacts on the **Activities** tab will be copied from the duplicate contact and added to the existing contact without replacing the original information. However, links on the **Activities** tab to items other than contacts, such as tasks and appointments, will not be copied.


After updating the existing contact, a copy of the contact as it appeared before the changes is saved in the **Deleted Items** folder. This contact copy can be used if you need to restore the original contact or copy information that was inadvertently changed.

## DELETING DUPLICATE CONTACTS

### To delete duplicate contacts:

1. In **Contacts**, select the contacts folder that has duplicate contacts.
2. On the **View** tab, in the **Current View** group, click **Change View**, and then click **Phone**. This is the best view to scan your contacts list and see the duplicate contacts. Now you can sort the list by modified date and group the duplicates together.

It might be easier to sort the list by modified date and group the duplicates together:

- a. On the **View** tab, in the **Current View** group, click **View Settings**.
- 
3. In the list of contacts, hold down CTRL while you select each duplicate contact.
  4. When you have selected all the duplicate contacts, press DELETE.

## CONTACTS

**Note:** If you want to prevent the creation of duplicate contacts when you import contacts, select **Do not import duplicates** or **Replace duplicates with items imported** in the Import and Export Wizard.

- **Do not import duplicates:** Existing data is kept, and the duplicate information in the Outlook Data File (.pst) is not copied to the **Contacts** folder.
- **Replace duplicates with items imported:** Existing data in the **Contacts** folder is replaced with the information in the Outlook Data File (.pst) that is being imported.

### TURN OFF DUPLICATE DETECTION

Outlook contains a duplicate detection feature, but if you are saving many contacts to Outlook, the process can be faster if you turn off this feature.

#### To turn off duplicate detection:

1. Click the **File** tab.
2. Click **Options**.
3. Click **Contacts**.
4. Under **Names and filing**, clear the **Check for duplicate contacts when saving new contacts** check box.

### REFERENCES

Microsoft Corp. "Outlook Help."

Help Sheet compiled by Marsha Ann Tate, Ph.D., January 23, 2016. Last updated May 2, 2016. Questions or comment?  
[info@mtateresearch.com](mailto:info@mtateresearch.com)