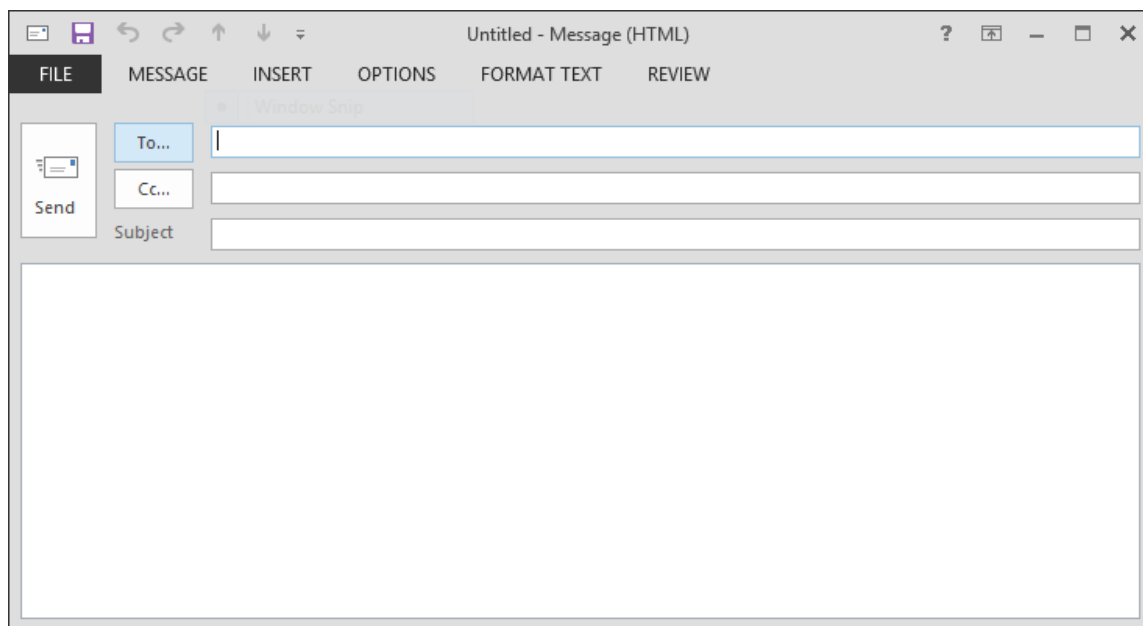


Differentiate Identical Names in the Address Book

While composing a new message and selecting recipients from the Global Address List (address book) in Outlook 2013 or Outlook Web App (OWA), you may occasionally encounter duplicate names or entries. Likewise, duplicate names may appear in the autocomplete feature of the “To:” field, or in the Global Address List during a more granular search. The following screenshots will explain how to differentiate these individuals by department or location.

In the Outlook 2013 Global Address List

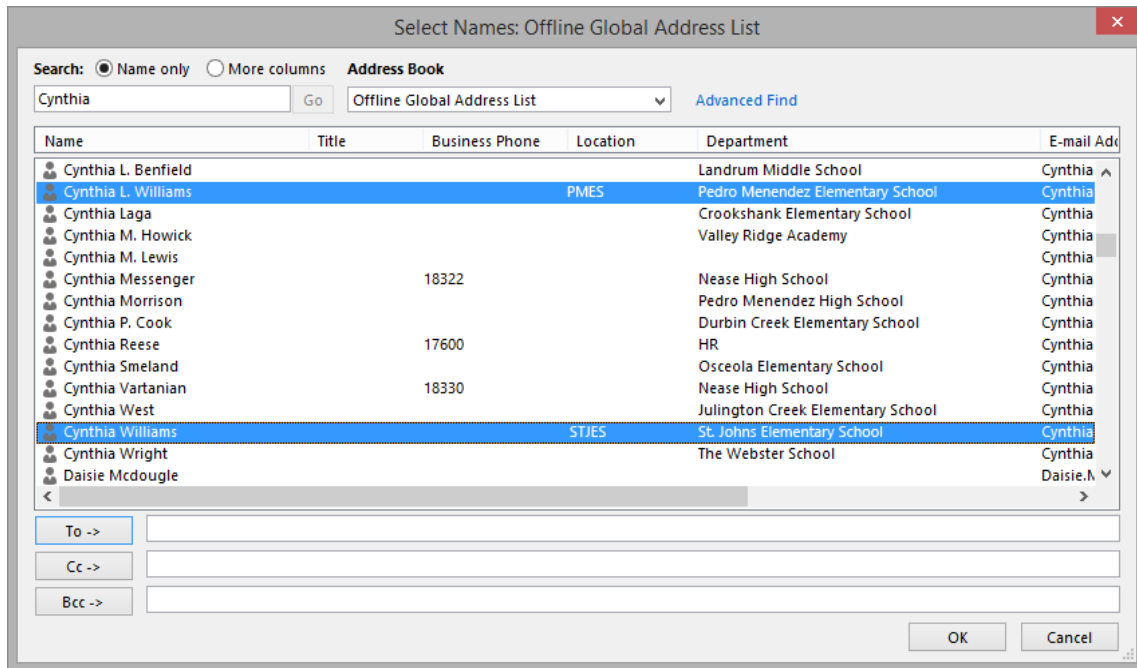
1. While composing a new message in Outlook 2013, click the “To:” button to open the Global Address List.



2. Search for the person you would like to include as a recipient. (see image on next page)

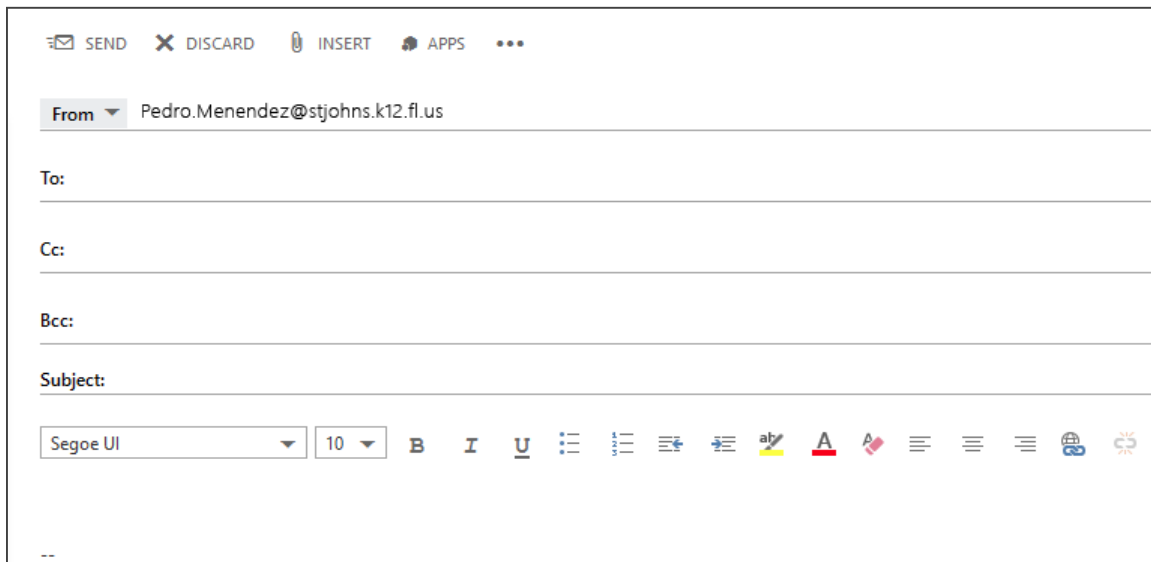
If you encounter two or more contacts with the same name, move the horizontal scroll bar at the bottom of the Address List window until you see the Location and Department columns. Use the Location or Department information to help you narrow down the person you intend to add as the recipient for your message.

Also, note that one of the two has a middle initial. Although a subtle variation, it can sometimes help determine who the intended recipient of your message is.



In the Outlook Web App (OWA) Global Address List

1. In OWA, you can also click “To:” while composing a new message to open the Global Address List.



2. After completing your search, highlight each of the matching entries one-at-a-time to analyze their contact information which appears to the right. Refer to the location or department field to help you distinguish who your intended recipient is.

