

Addressing: About Address Book at Syracuse University

Definitions

Outlook: The Microsoft e-mail client application that Syracuse University is using for Windows-based computers/devices.

Exchange: Server-based software that handles messaging, data storage and collaboration for Outlook and Entourage.

AD (Active Directory): A subset of the main NetID information directory used to manage user identities on the Syracuse University network.

GroupWise: The previous e-mail application for Syracuse University. Users are currently being migrated to Outlook/Exchange.

LDAP: A type of "Directory Access" protocol used to access information stored in an information directory; used by AD.

Address book: The part of Outlook e-mail client application that lists e-mail addresses for other people.

Global Address List (GAL): Consists of all Exchange & GroupWise users with a mailbox. May include Syracuse University student employees

Lists: The individual lists that make up the Address Book.

Outlook Contacts: Personal contact list populated by the Outlook user.

Applicable usage

- Outlook 2003 Client
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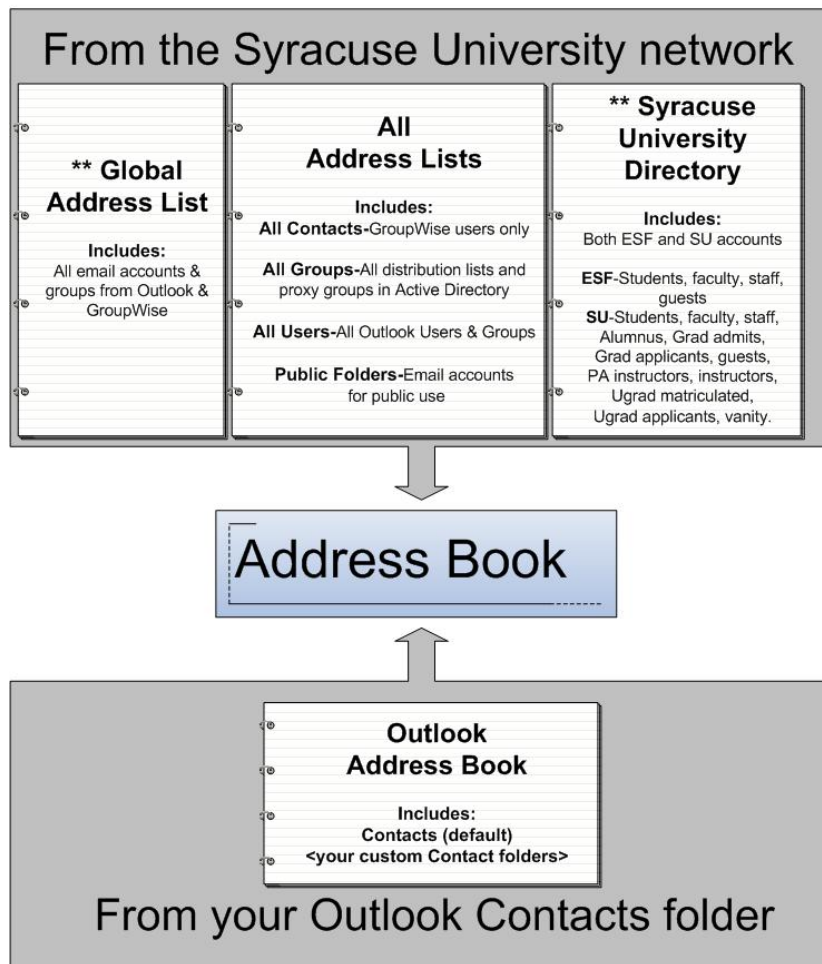
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Address Book information sources

Address Book is compiled from many different sources

- Some **Lists** are from the Syracuse University network and some are from your own **Outlook Contacts** folder.
- Together, they make up your **Address Book** as shown below.

** = Primary lists



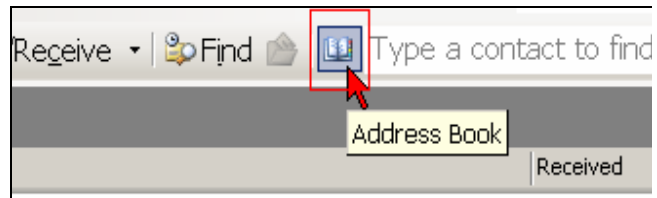
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Opening Address Book

The Address Book can be accessed in several ways in Outlook

By clicking on the **Address Book icon** in the **toolbar** on any section in Outlook

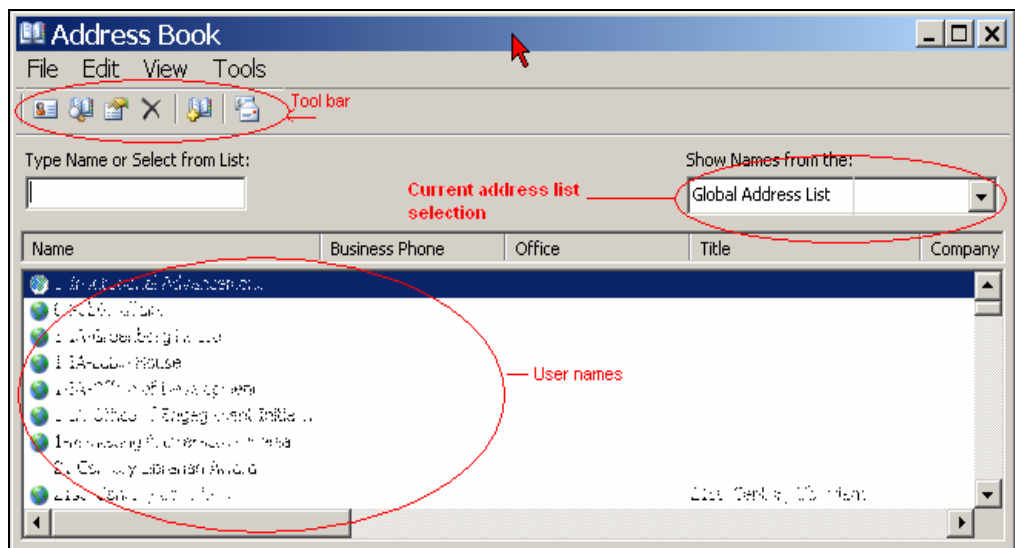


—OR—

While creating a new mail message and clicking on the **To...** or **Cc...** or **Bcc...** buttons.

What Address Book looks like

Below is an image of the default **Address Book**. Please note key areas circled in red.



Things you should know

- As shown, the Global Address List is the default for *Show Names from the:*, but this can be modified.
- The Global Address List, Address Lists and Syracuse University in the **Address Book** are sorted alphabetically by First name. This cannot be changed.
- Some names look like duplicates. To be sure you have the correct person, you may check other fields like office and title.

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Lists index

To view all the *Lists* available, click on the drop-down arrow under **Show Names** from the:

| Lists shown ** = Primary lists | What they contain | Where the information comes from |
|---|--|---------------------------------------|
| ** Global Address list | Outlook, GroupWise and Group e-mail accounts | Outlook & GroupWise |
| <i>All Address List (Header title only - no information)</i> | | |
| All Address Lists – All Contacts | GroupWise e-mail accounts and other accounts external to the Exchange system | GroupWise |
| All Address Lists – All Groups | All distribution lists and proxy groups in Active Directory Group | Outlook (AD) |
| All Address Lists – All Users | Outlook e-mail accounts | Outlook |
| All Address Lists – Public Folders | E-mail accounts for public use | Currently not used |
| ** Syracuse University | All Syracuse University accounts (must use Advanced >> Find to search) | LDAP Syracuse University directory |
| <i>Outlook Address Book (Header title only - no information)</i> | | |
| ** Outlook Address Book - Contacts | E-mail accounts from your default Contacts folder | Populated by Outlook User |
| Outlook Address Book – [other] | E-mail accounts from other contact folders you create | Created and populated by Outlook User |
