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.

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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.

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ynthia	Go Of	ffline Global Address List	¥	Advanced Find	
Name	Title	Business Phone	Location	Department	E-mail A
🖁 Cynthia L. Benfield				Landrum Middle School	Cynthia 🖌
🔓 Cynthia L. Williams			PMES	Pedro Menendez Elementary School	Cynthia
🖁 Cynthia Laga				Crookshank Elementary School	Cynthia
🖁 Cynthia M. Howick				Valley Ridge Academy	Cynthia
Cynthia M. Lewis					Cynthia
Cynthia Messenger		18322		Nease High School	Cynthia
Cynthia Morrison				Pedro Menendez High School	Cynthia
Cynthia P. Cook				Durbin Creek Elementary School	Cynthia
Cynthia Reese		17600		HR	Cynthia
Cynthia Smeland				Osceola Elementary School	Cynthia
Cynthia Vartanian		18330		Nease High School	Cynthia
Cynthia West				Julington Creek Elementary School	Cynthia
Cynthia Williams			STJES	St. Johns Elementary School	Cynthia
Cynthia Wright				The Webster School	Cynthia
Daisie Mcdougle					Daisie.N
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To .>					
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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.

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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.

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Cir Off	ndy Ann Williams line	+	Cynthia L. Offline Menendez Elem	Williams entary School
Су	nthia L. Williams ^{line}	+		
Cy off	nthia Williams line	+	Contact Notes Organizati Email Cynthia:L.Williams@stjohns.k12	ion Groups Profile https://sjschools-my.sharepoint
				Work Department: Menendez Elementary School Office: Directory