



Contacts Overview – Outlook Web Access

A contact is a person or organization with which you correspond. The Contacts folder is used to store information about contacts such as phone numbers, addresses, email addresses, job titles, Web pages, and notes. You can sort contacts by first name or last name for quick access to phone numbers, addresses, and other information. You can easily create a message or a meeting request directly from a contact, as well as view a map of a contact's business or home address.

Creating a New Contact

1. With the Contacts folder open, click **New**. A new Contact form appears.
2. On the *General* tab, type the information you want to include for the contact. Use the drop-down lists to record multiple entries in some fields such as email address, mailing address, and phone numbers. Use the **File As** field to determine how the contact appears in Contacts folder (last name first, first name last name, or company name).
3. Click the *Details* tab to fill in additional information about a contact. Information on this tab is optional.
4. Click **Save and Close**.
5. To see the new contact in the list, refresh  your browser window.

Deleting a Contact

1. With the Contacts folder open, select the contact you want to delete. To select multiple contacts, hold down the **[Ctrl]** key while selecting.
2. Click **Delete** .

Sorting Contacts

There are a number of ways to arrange your contacts. Click the Contacts list, on the main OWA toolbar, and select one of the following views:

- **Address Cards** displays basic information from each contact's *General* tab. This is the default view.
- **Detailed Address Cards** displays additional information from each contact's *General* tab.
- **Phone List** displays contact names and every phone number you have for each contact.
- **By Company** displays contact names and company information.
- **By Location** arranges contacts by address characteristics.
- **By Follow Up Flag** displays contacts you need to follow up with, to help you keep track of urgent or important matters.


Creating a Message from a Contact

You can send an email message to a contact while viewing that person's contact information.

1. Open the contact you want to send a message to.
2. Click **Send Mail to Contact**. A new message form appears, addressed to the contact.
3. In the *Subject:* field, type an informative description of the message.
4. Type your message.
5. Click **Send**.

Finding Names



To find names or other information about a contact in either the Global Address List or your Contacts folder:

1. Click the **Address Book** . The Find Names dialog box appears
2. Type any information you know about the person you are attempting to locate.

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3. Click **Find**. If a match is found, the email name is listed.
 4. Click **Close**.

Viewing a Map for a Contact's Address

You can automatically create a Microsoft MapPoint map of a contact's selected address.

1. To view a map for a contact's address, double-click the contact to open it.
2. On the *General* tab, use the drop-down menu beside the *Mailing Address* field to select the address you want to map.
3. Make sure the *Country/Region* field contains the name of the country where the contact's address is located. For a list of valid country names and abbreviations you can use, see the Help  feature in OWA.
4. Click **Display map for this address** .
5. A separate browser window opens at the MSN Maps & Directions web site, displaying a map of the contact's address.