The Global Address List (GAL) is Office 365’s address lookup feature. It contains the email addresses and other contact details for individuals and resources at University of Aberdeen.

Outlook Desktop and the Outlook Web App use the GAL to supply email addresses when you compose email or invite individuals to meetings.

**GAL entries**

Each entry in the GAL includes an individual’s full name, designation (either ‘Student’ or a member of staff’s job title), email address, Dept/School information (staff), and where applicable, telephone number.

To help differentiate staff and student entries, student names are displayed in UPPER CASE and include a category indicator, e.g. undergraduate (UG), postgraduate taught (PGT), and postgraduate research (PGR).

**Using the GAL**

Staff and Postgraduate Researchers can use the GAL to search for email addresses and phone numbers of staff and students.

The GAL is *not* visible or accessible to undergraduate and postgraduate taught students.

By using the GAL instead of manually typing an email address in the To field, or relying on Outlook’s auto-complete function, you can ensure your email goes to the correct recipient.

**Remember.** Mis-directed email can result in personal data and other confidential information being sent to unauthorised individuals causing damage and distress to those involved.

If you believe you have sent an email containing personal or sensitive data to the wrong person, please contact the Information Governance Team at dpa@abdn.ac.uk for advice.

**Using the GAL in Outlook Desktop**

**Access the GAL**

Access the GAL by clicking on the To... button in a new message window, or via the Address Book icon on Outlook’s main toolbar (under the Home tab, in the Find group).
Filter your search
In Outlook Desktop, the GAL displays all users by default. However, when searching for recipients, it is possible to filter by Address List to help narrow your search.

1. First choose the appropriate Address List from the drop-down list, i.e. Postgraduate Research, Postgraduate Taught, Staff, or Undergraduate.

2. Then in the search box, type your recipient’s last name, first name – e.g. Bloggs, Joe. Your search results will be restricted to your selected Address List.

3. If the search produces more than one result – e.g. if there are two John Smiths – check additional details such as Department to help confirm your choice, then click on the associated Name. (Note: You may need to use the scroll bar to see additional details.)

4. With the correct recipient highlighted in blue, from the Address Book File menu, select New Message (or press Ctrl + N) to open a new Untitled message window.

5. Compose and send your email in the usual way.

Using the GAL in Outlook Web App
Access the GAL by:

1. Clicking the People icon at the bottom left of the screen to view the Directory, or
2. Clicking on the To... button in a new message window to open the To dialog.

If choosing option 1
- From the list on the left of the window, expand the Directory group to view all Address Lists.
  Note: If you have a lot of Contacts, you may have to scroll down the list to see the Directory group.
- Choose the appropriate Address List – e.g. Address List – Staff – then scroll the list to locate your recipient.
  Note: It is not possible to filter a search by Address Book when in People.
• Click on the recipient’s name to view their full details in the right hand pane. This allows you to check you have the correct individual.

• Then click Send email to open a new message window, and compose and send your email in the usual way.

If choosing option 2

• In the To dialog, select the appropriate Address List – e.g. Address List- Staff – then scroll to locate the correct recipient.

   Note: It is not possible to search the To dialog.

• Click Load More at the foot of the dialog to view more names as required. Once you have located the correct recipient, click on their name to add them to the To field, then close the To dialog.

• Compose and send your email in the usual way.

You can also perform a simple search of the GAL using the Search box at the top of the Directory window. Make sure you click on the People icon first!

1. Type your intended recipient’s full name into the Search contacts, directory and groups box.

2. Select the recipient’s name from the list of results to view their full details in the right hand pane. This allows you to check you have the correct individual.

3. Then click Send email to open a new message window, and compose and send your email in the usual way.

Further information and help

Log a call with the IT Service Desk – servicedesk@abdn.ac.uk.