

Staff email - using the Global Address List (GAL)

Global Address List

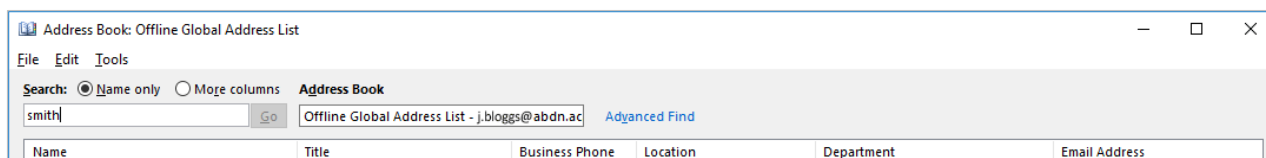
The Global Address List (GAL) is Microsoft 365's address lookup feature. It contains the email addresses and other contact details for individuals and resources at University of Aberdeen.

Outlook Desktop and the Outlook on the web 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, eg 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.



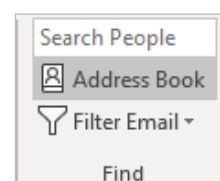
Remember. Misdirected email can result in personal data and other confidential information being sent to unauthorised individuals causing damage and distress to those involved.

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

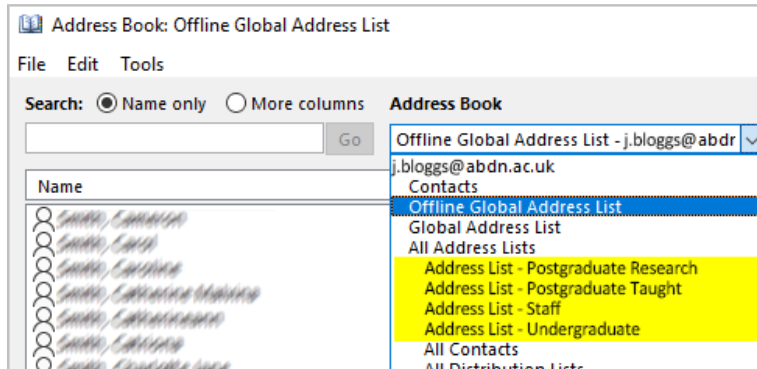
Access the GAL by clicking on the **To...** button in a new message window, or via the **Address Book** icon on Outlook's main toolbar (under the **Home** tab, in the **Find** group).



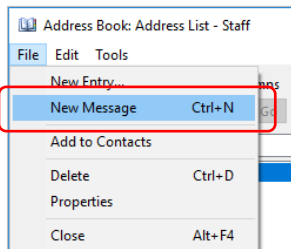
Filter your search

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, ie **Postgraduate Research**, **Postgraduate Taught**, **Staff**, or **Undergraduates**.



2. Then in the search box, type your recipient's **last name, first name** – eg **Bloggs, Joe**. Your search results will be restricted to your selected Address List.
3. If the search produces more than one result – eg 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. You will have this option if you opened the Address book from Outlook's main toolbar.

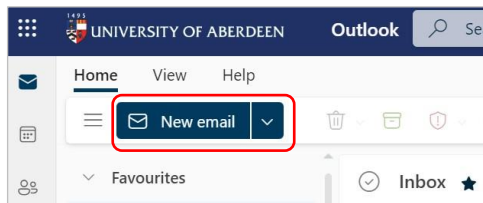


5. Compose and send your email in the usual way.

Using the GAL in Outlook on the web

Access the GAL

1. In Outlook on the web's **Email** view, click **New email**.



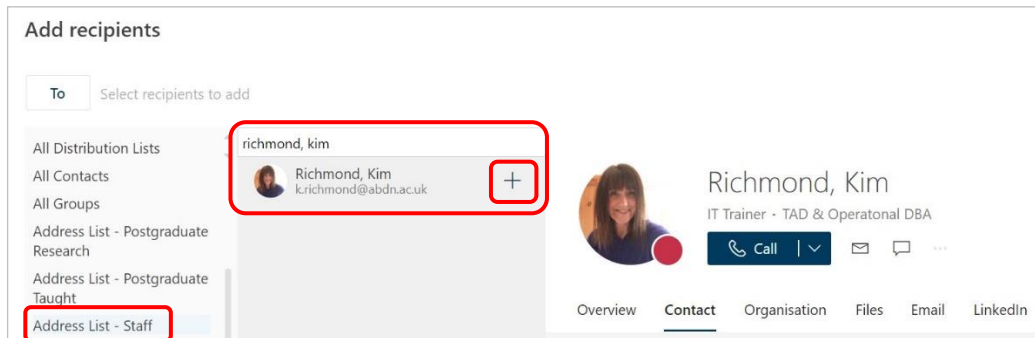
2. In the New email window, click the **To...** button to open the **Add recipients** dialog.



Filter your search

1. In the **Add recipients** dialog, select the appropriate Address List from the left pane – eg **Address List- Staff**.

2. Then in the search box, type your recipient's **last name, first name** – eg **Bloggs, Joe**. Matching results display in the pane to the right of the Address Lists.



3. Select the recipient to view their full details in the right hand pane. This allows you to check you have the correct individual.
4. Then click the **plus icon** next to the person's name in the results list to add them as a recipient.
5. Add any other recipients and then press **Save** to return to your new email. You can add recipients in the same way to the Cc and Bcc fields.

Further information and help

Log a call with the IT Service Desk via email – servicedesk@abdn.ac.uk – or via the Support Portal at myit.abdn.ac.uk.