

This document addresses the situation where you are missing your personal contacts from within Microsoft Outlook. Simply follow the step-by-step instructions below to add your personal contacts back to Outlook.

Step 1: Browse to the Control Panel by clicking on the Start Button on the lower left corner of your desktop (see below).



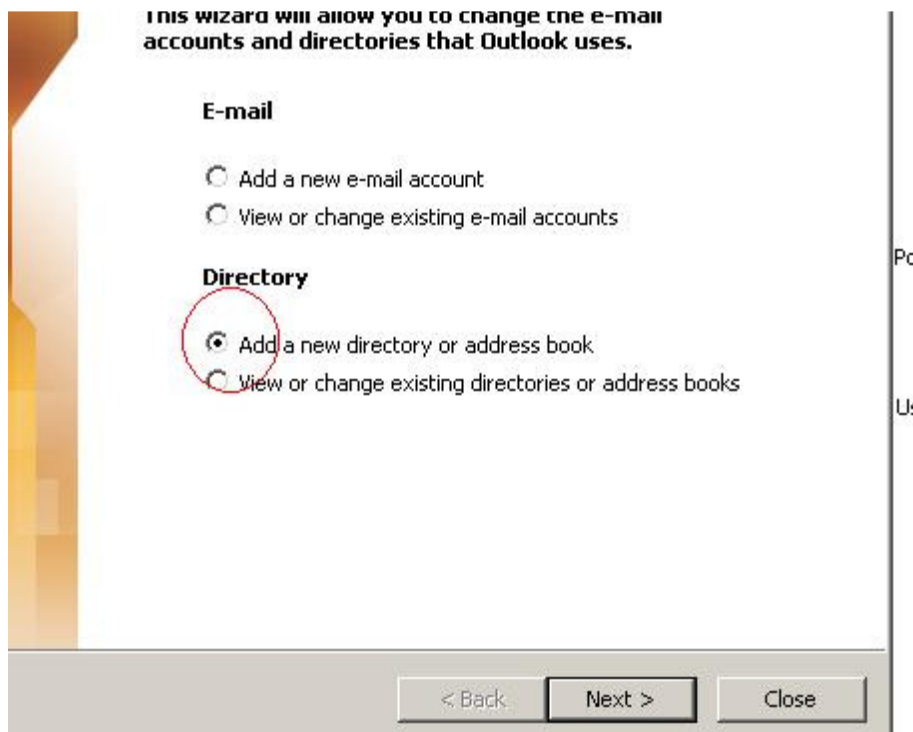
Step 2: When you are in the Control Panel navigate to and double click the 'Mail' icon (see below)



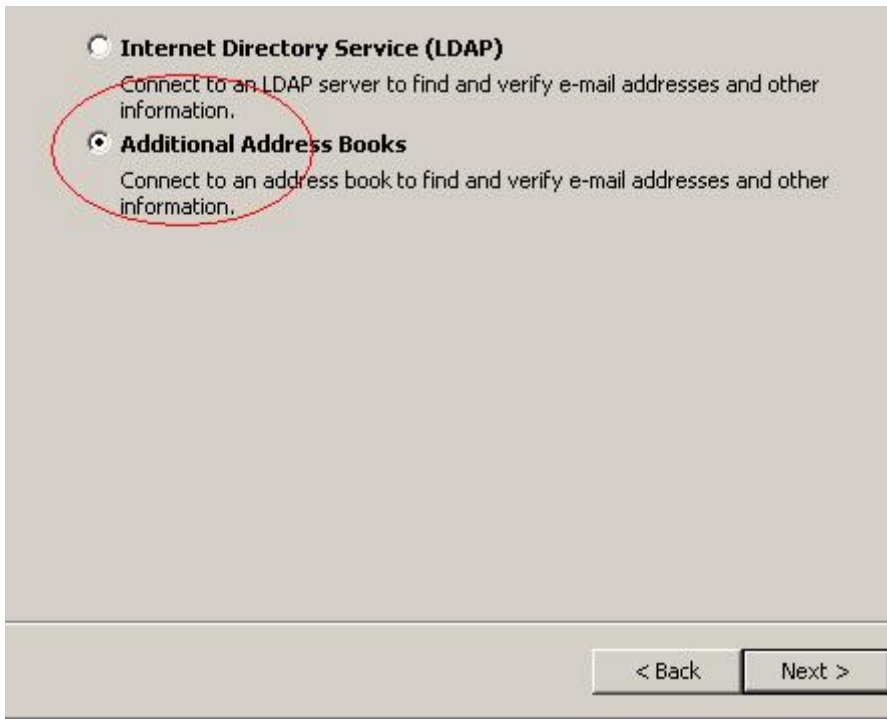
Step 3: From the resultant box (see below) click on the 'E-mail Accounts' button



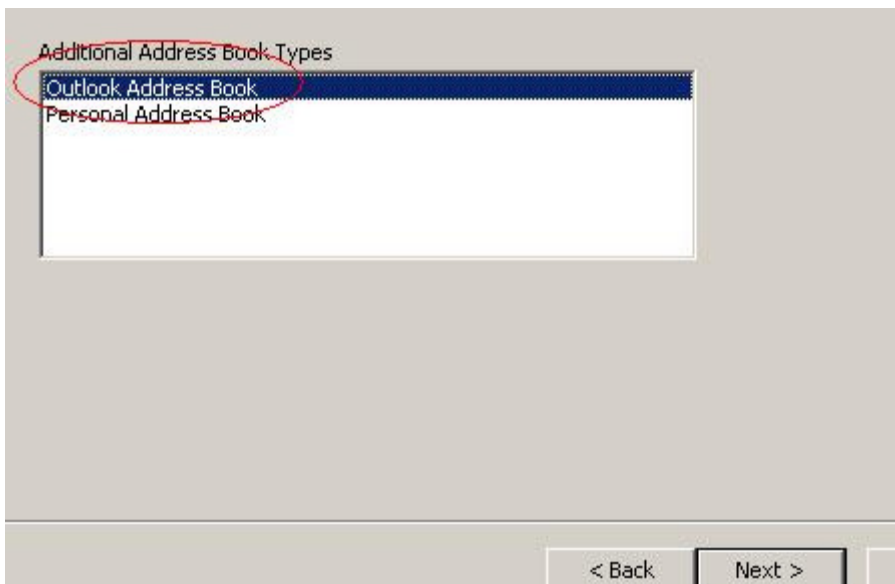
Step 4: From the new box that opens (see below) select the option to 'Add a new directory or address book' and then click 'Next'



Step 5: From the illustration below select the option for 'Additional Address Books' and click 'Next'

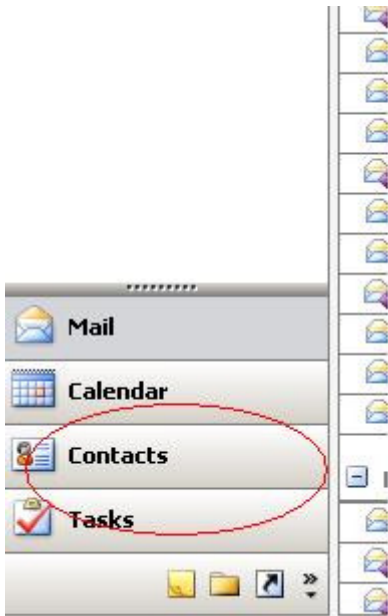


Step 6: Accept the default here 'Outlook Address Book' and click 'Next' and then click 'Close' . You should be back to the Control Panel: Mail screen where we initially began. You can close this now and return to your desktop.

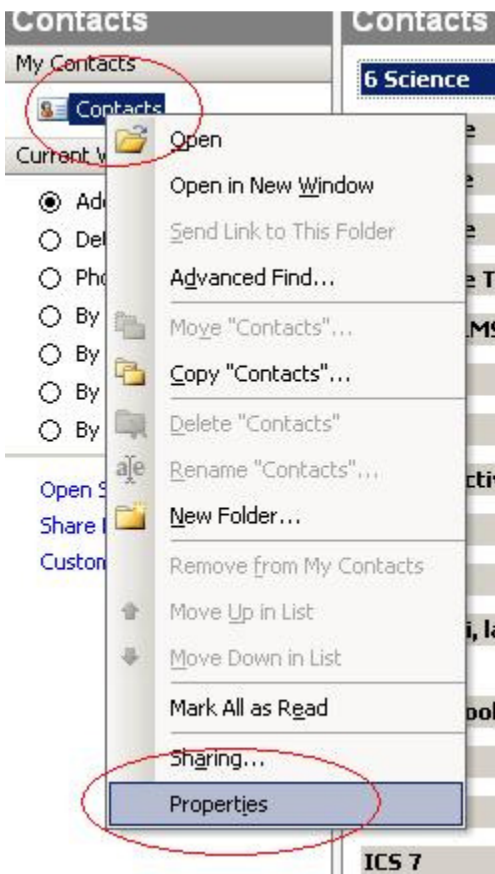


The second part to this problem now that the first part is complete is to make Outlook aware of the change we just made. Once done your personal contacts will be available again.

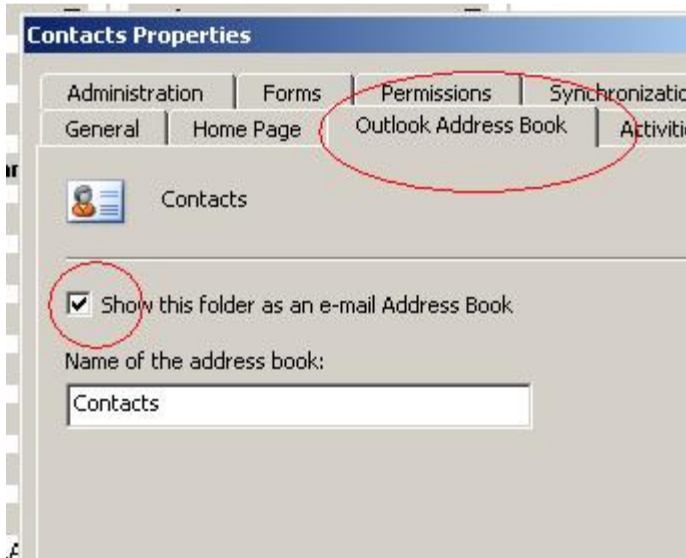
Step 7: So.... open Microsoft Outlook and from the left menu select the 'Contacts' pane (see below)



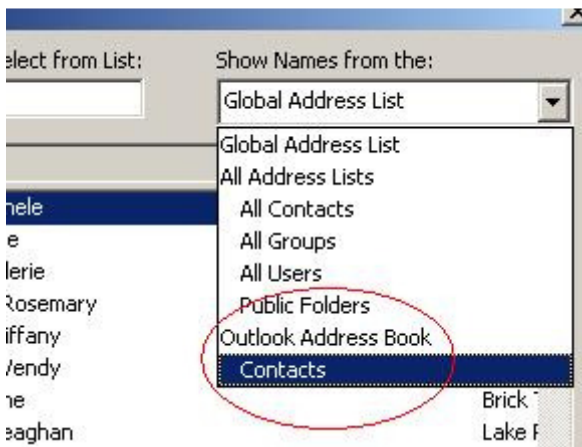
Step 8: From the Contacts section **Right** Click on the small 'Contacts' label and from the resultant drop down menu selec 'Properties' (see below)



Step 9: From the tabs along the top, click on 'Outlook Address Book'. The screen below will appear, check the box 'Show this folder as an e-mail Address Book' and accepts the name 'Contacts' (or you can type anything you want here such as 'My personal Contacts'). Click 'OK' and this box closes.



Done! Now when you want to send an email to a personal contact or a distribution list that you created previously in Outlook or Webmail these contacts are once again available!



*** Technology Disclaimer: This document makes certain assumptions of the user who is reading this and of the computer you are working on. Generally the instructions here should work for all staff members of BTPS. If you cannot complete any of these steps due to a restriction that may be on the workstation please contact the Technology Department by submitting a Technology Request ticket. ***