

GSD. Outlook - How to Use the Auto-Complete Feature in Outlook

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Author: {'link':

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General Information:

Possible symptoms/errors:

User want to know How to Use the Auto-Complete Feature in Outlook

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

1. Ask user to enter the complete e-mail address or the shared mailbox in the recipient field then select from the auto-complete list.

2. Advise user to enter the recipient's surname and press the key combination "CTRL + K" on your keyboard. Two scenarios may occur after doing this:

If the surname is unique to one person, the recipient's full name will be completed immediately on the field. If the surname is too common, a pop-up containing a list of users with matching surnames will appear. Ask user to select their contact from there and click OK. The recipient's full name will now be completed.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A