

GSD. Outlook - Create a contact group in Outlook

Article ID: KB0039238

Created: 2024-12-19 13:59:30

Updated: 2025-01-23 16:57:28

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb_category/56f11880c38a1a100acd330015013196',

'value': '56f11880c38a1a100acd330015013196'}

General Information:

Possible symptoms/errors:

User wants to know how to create a contact group in Outlook

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

If user's email the same group of people often, they can create a contact group in Outlook so they can email the contact group instead of individual emails.

Details:

Create a contact group

Advise user to:

On the Navigation bar, choose People .Select Home > New Contact Group.In the Contact Group box, type the name for the group.Select Contact Group > Add Members , and then select an option:

Select From Outlook Contacts.Select From Address Book.Select New E-mail Contact.

Add people from their address book or contacts list and choose OK. To select multiple people, hold down the Ctrl key as they choose members. Choose Save & Close.

Send an email to a contact group

Advise user to:

Select Home >New Email.Select To.In the Search box, type the name of the contact group.Double-click the name to add it to the To box, and then select OK.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A