

# GSD. Outlook – How to Add, Delete and Transfer the Ownership of a Distribution List?

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'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 Add, Delete and Transfer the Ownership of a Distribution List.

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution:

This guide shows the process on how to proceed with requests where the current owner, local IT or another member of the distribution list wants to add, remove or change its owner/owners.

NOTE: Make sure that the name of the owner (which will be added, removed, or transferred) is indicated in the ticket.

Details:

Does the request come from the Distribution List Owner?

Yes: escalate ticket to Ext\_WW\_Collaboration\_SLS\_CapgeminiNo: ask the requestor to obtain the owner's or owner's manager's approval and attach it to the ticket before escalating.

Assignment Group:

Ext\_WW\_Collaboration\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A