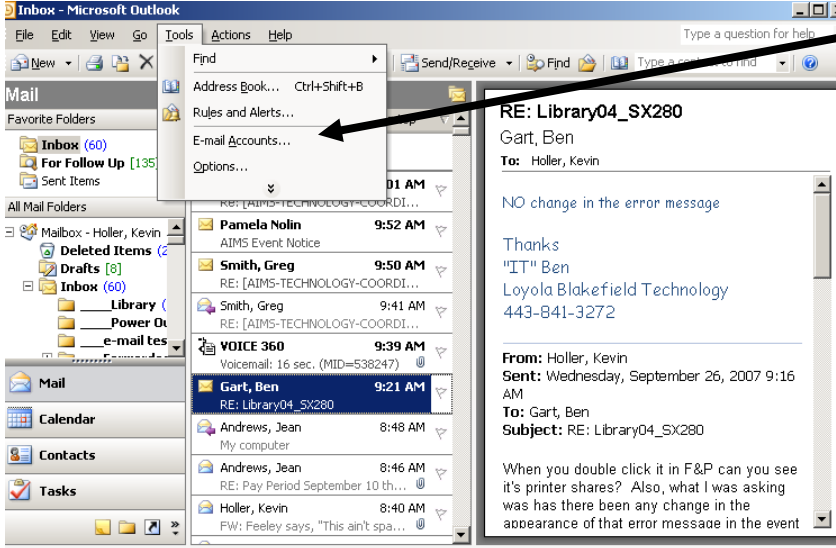
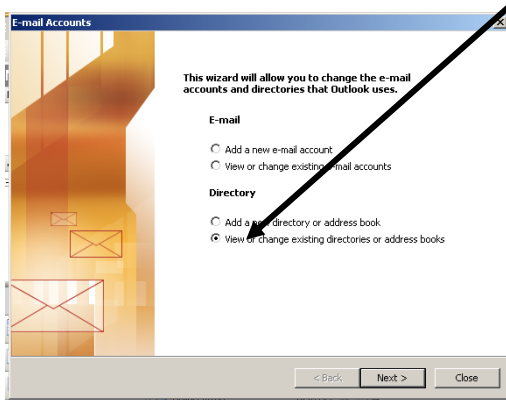


**This document provides a resolution for:**  
Contacts not appearing in Outlook when creating an e-mail  
User created distribution lists not being recognized when creating an e-mail

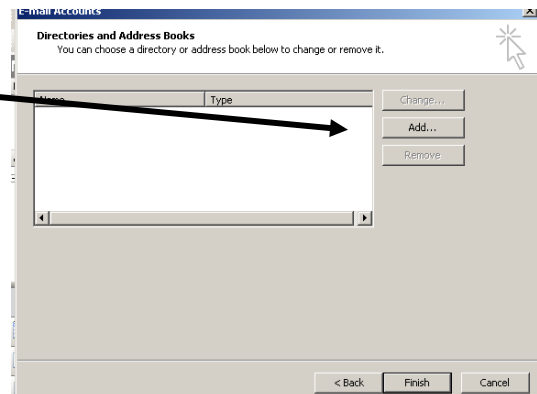
1. From the Outlook Mail View, click on **“Tools” >> “E-mail Accounts”** (see picture below).



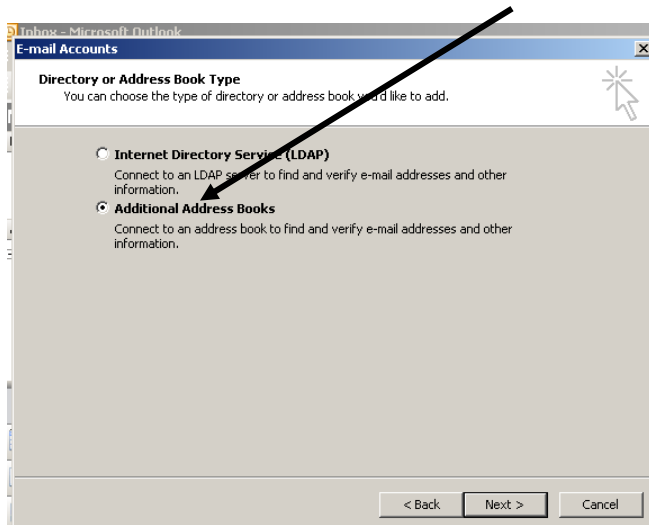
2. Now, click to place a mark next to **“View or change existing directories or address books.”** (See picture below) Then click **“Next.”**



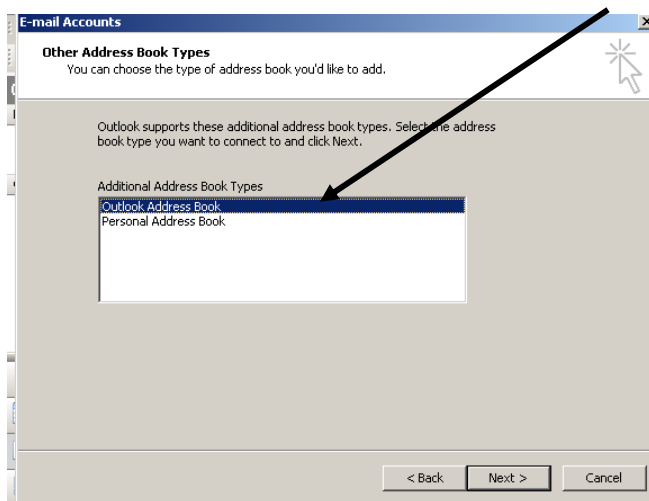
3. Next click the **“Add...”** button (see picture).



4. Click to place a mark next to **“Additional Address Books”** (see picture below) and then click **“Next.”**

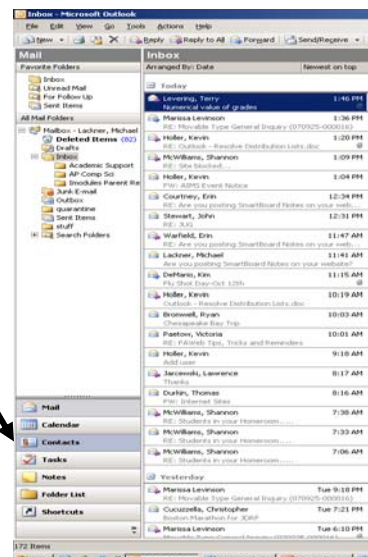


5. On the next screen click to choose **“Outlook Address Book.”**

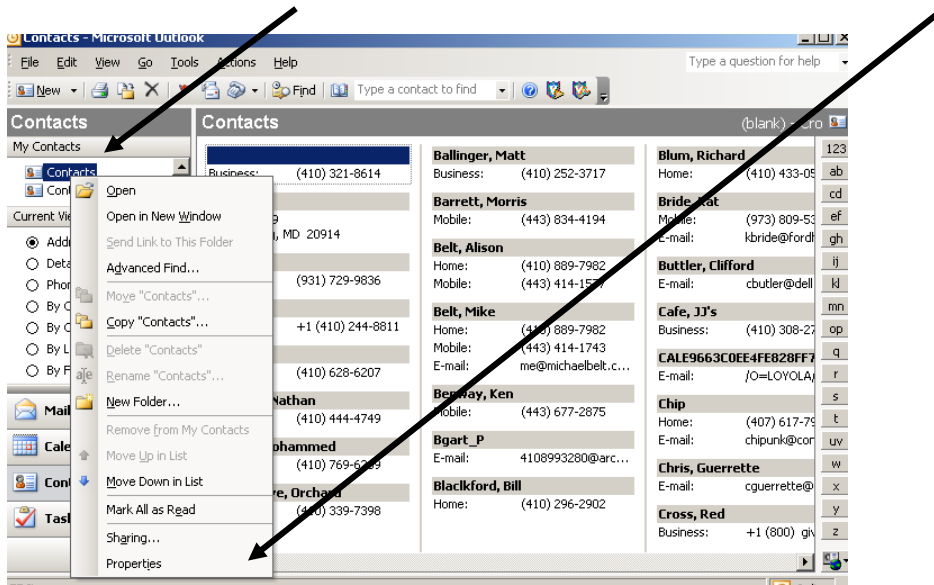


6. Now close and reopen Outlook.

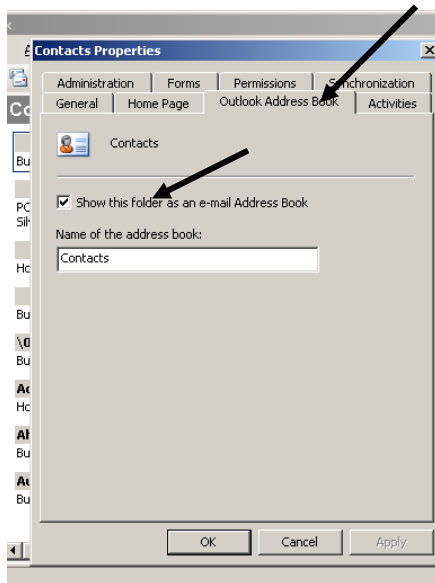
7. After reopening Outlook, click on **“Contacts,”** located on the bottom left corner of the screen.



8. Right click on “Contacts” (see picture below) and then choose “Properties.”



9. Choose the “Outlook Address Book” tab and place a check in the box next to “Show this folder as an e-mail Address Book.” Then click “OK.”



10. Now you will be able to add personally created **distribution lists & contacts** to new e-mails.