

## Troubleshooting: finding old contacts from GroupWise

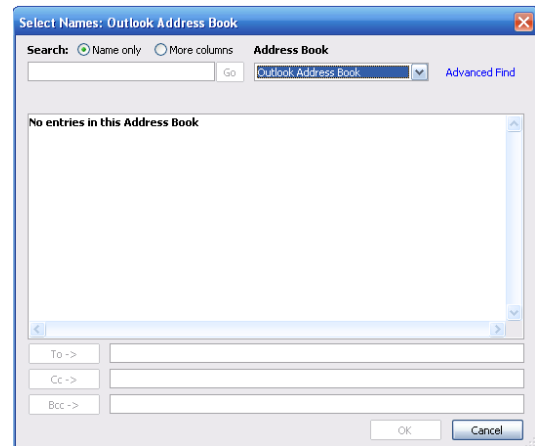
**Problem: you're trying to send mail to an old contact, and you can't find them.**

1. You've clicked New to start a new message
2. You've clicked TO: to find your recipient
  - a. you've clicked the Address Book drop-down arrow
  - b. Note: the Global Address List is for Anoka Tech ONLY.
    - i. Your Personal Contacts should be under the last item in the list labeled "Contacts"
  - c. You've selected your personal contacts and the list is blank.

### Solution

If you've done these steps, that means that your **Personal Contacts** from GroupWise are not copied to your **Personal Address** book in Outlook.

You will need to manually re-copy these contacts.



### Solution Steps:

1. Click the Contacts Button in the Navigation Pane (lower left corner of the screen)
  - a. These are your Personal Contacts. If it's blank, that means the contacts from GroupWise are not copied here.
2. Look to the left of the screen and view the other Contact Folders
3. Click on these folders to view their information. These should be your Personal Contacts from GroupWise.

**If this is not true, call IT for further help.**

**If this is true (you've located your GroupWise contacts), then perform these steps:**

1. Click on the subfolder containing your personal contacts from the left Navigation Pane.
2. Click 1 contact.
3. Press Control + A on your keyboard to select all the contacts in this list.
4. Hold in the Control key as you click and drag the contacts to the main (top) Contacts folder. This should simply be labeled "Contacts", NOT All Contact Items.
  - a. Note: Be sure to let go of the mouse before you let go of the Control Key, otherwise the contacts will be moved and not copied.
  - b. Repeat these steps for any other folders present in the Navigation Pane.

