
Technology & Information Services

SEC-GDL-010 – Removing Incorrect Addresses in Outlook

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Contents

1. Introduction	3
2. Outlook.....	3
Outlook on the web.....	3
Removing a single address from your auto-complete list	3
Outlook 2016 for Windows	4
Removing a single address from your auto-complete list	4
Outlook 2016 for Mac	4
Removing a single address from your auto-complete list	4

SEC-GDL-010 – Removing Incorrect Addresses in Outlook

1. Introduction

Email is widely used as a communication mechanism across the organisation. Outlook (the desktop application as well as the web-based version) can make life easier for its users by providing a list of previously (or recently) used addresses. This can provide a false sense of security though if the address that you have previously used is incorrect.

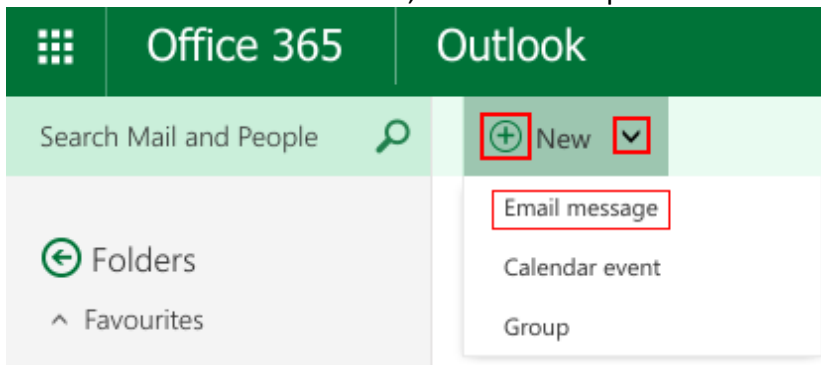
These guidelines provide the steps required to remove incorrect addresses from Outlook.

2. Outlook

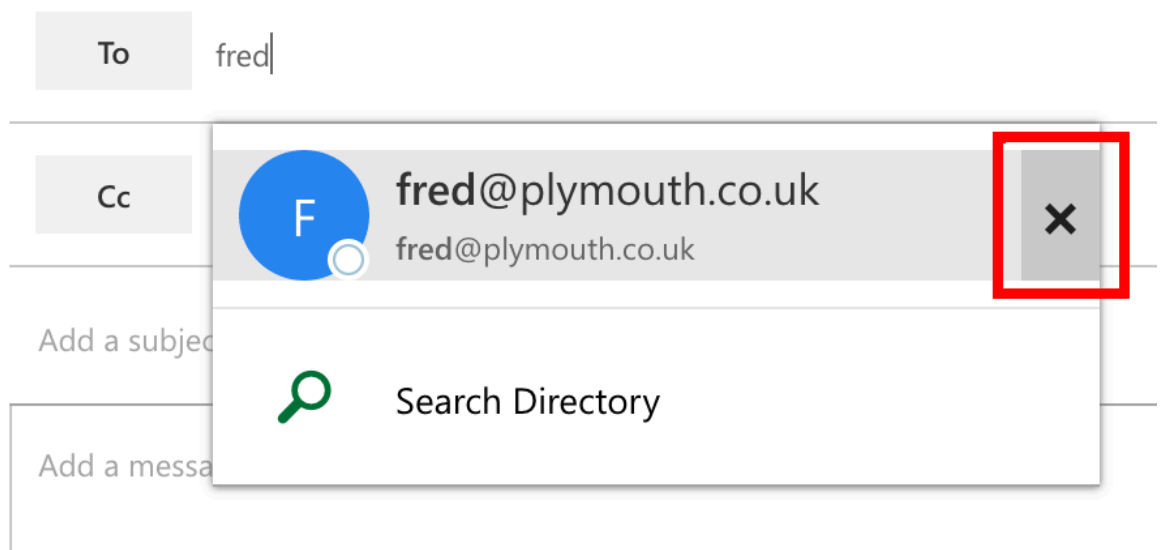
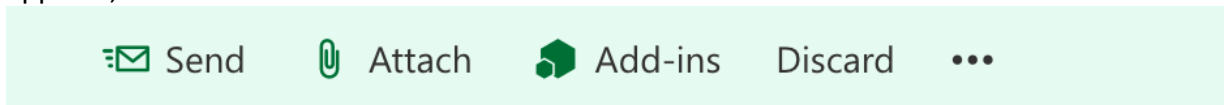
Outlook on the web

Removing a single address from your auto-complete list

1. Open Outlook
2. Click the **Plus** icon next to **New**, or use the drop down to select **Email message**



3. Start typing the address you want to remove in the **To:** field. When the appropriate address appears, click the **X** button next to the address.



Note: If you do not have the ability to delete an entry, then either the address is coming from the Global Address List or from your personal contacts.

You cannot delete entries from the Global Address List, but you can delete/update entries

SEC-GDL-010 – Removing Incorrect Addresses in Outlook

within your personal contacts (e.g. People).

Outlook 2016 for Windows

Removing a single address from your auto-complete list

1. Open Outlook
2. Click the **New Email** button
3. Start typing the address you want to remove in the **To:** field. When the appropriate address appears, click the **X** button next to the address.

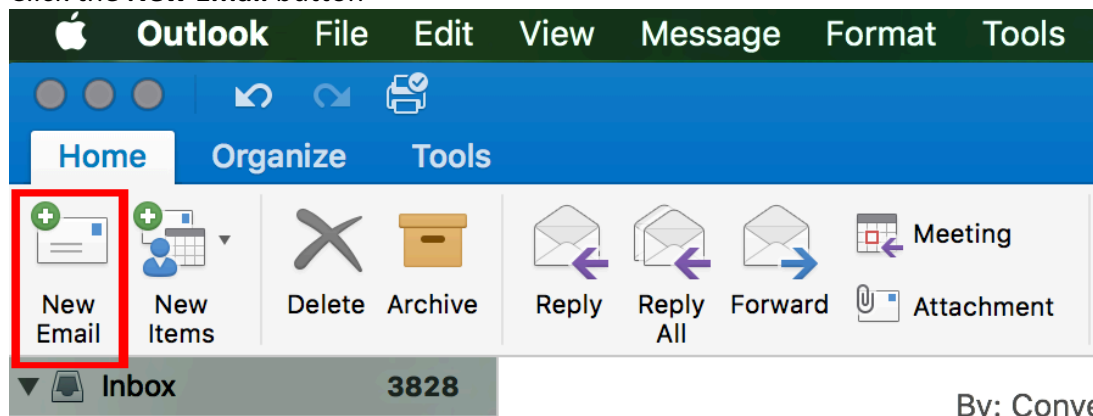
Note: If you do not have the ability to delete an entry, then either the address is coming from the Global Address List or from your personal contacts.

You cannot delete entries from the Global Address List, but you can delete/update entries within your personal contacts (e.g. People).

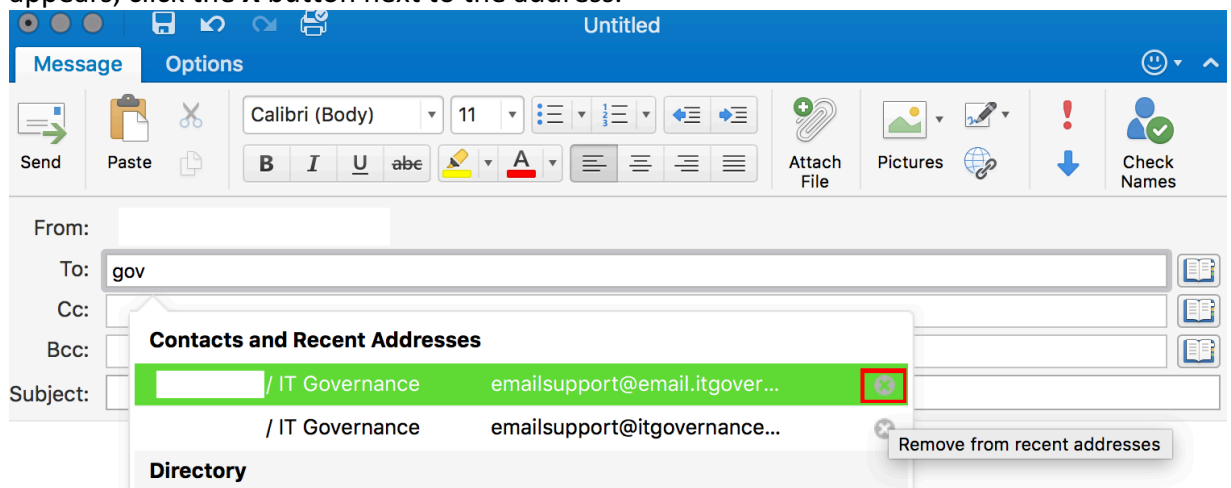
Outlook 2016 for Mac

Removing a single address from your auto-complete list

1. Open Outlook
2. Click the **New Email** button



3. Start typing the address you want to remove in the **To:** field. When the appropriate address appears, click the **X** button next to the address.



Note: If you do not have the ability to delete an entry, then either the address is coming

SEC-GDL-010 – Removing Incorrect Addresses in Outlook

from the Global Address List or from your personal contacts.

You cannot delete entries from the Global Address List, but you can delete/update entries within your personal contacts (e.g. People).