



Office 365 FAQs

Global Address List (GAL)

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General Information

Basics

What is the Global Address List (GAL)?

The GAL is a directory of all students, faculty, and staff email addresses at the University of Miami.

How/why are there discrepancies in the Outlook Global Address List?

At the University there are a number of changes constantly going on with the email server like new mailboxes, migrations, name changes, deletions, etc. These changes go into effect at various times across the University and can sometimes lead you to see user listings in the GAL that others may not see or vice versa. This is due to the different times that each person's address book updates. By default, Outlook downloads an Offline Address Book, a copy of the Global Address List (GAL) that is updated every 24 hours. When updates are being made to the address book, your Offline Address Book may be out of date until the next scheduled update. Additionally, users on the Medical campus may see users you do not and the other way around. The Medical Campus GAL acts independently from the Coral Gables campus GAL allowing for such differences.

You can manually update your Address Book to see the most recent changes to the GAL. *

Outlook 2016/2013

1. Go to the **File** menu → **Account Settings** → **Download Address Book**.
2. Be sure to uncheck the box titled **Download changes since last Send/Receive** and then click **OK**.

* Note that manually updating your Address Book may not allow you to see users from another campus.

Where does the Global Address List address book in Outlook information come from?

Information in the Global Address List is pulled from Human Resources Records. If your information is incorrect, please update your information in Workday. If it's been more than 72 hours since you've updated your information on Workday and the changes have not reflected in the Global Address List, contact Human Resource Records at 305-284-3799 to confirm they've received your changes.

My or someone else's information (name, title, dept, address, etc.) is incorrect in the Global Address List address book in Outlook, how can I/they fix it?

Information in the Global Address List is obtained from Human Resources Records. You may change your preferred name in Workday, however, other information (i.e., Job Title, Department) must be updated by Human Resources. To initiate this request, contact Human Resource Records at 305-284-3799.

Why do emails bounce back for people that I email?

If you email a person enough times, Outlook remembers that person's email address as an autocomplete entry. When using autocomplete, you only need to enter the first few letters in their name or email address and it will complete the rest for you. When the Global Address List has been updated those saved entries may no longer be valid. Therefore, emailing someone using that autocomplete entry may cause you to receive a return message saying the email address is no longer valid. To correct this, you will need to delete that person's autocomplete entry and then add the user's name again using the GAL.

To remove an autocomplete entry:

Outlook 2016/2013

1. Open a new email message.
2. Type the first few characters of the cache entry that you want to remove.
3. When the entry appears in the "suggested names" list, move your mouse pointer over the name until it becomes highlighted. (But do not click the name).
4. When the "X" icon appears next to the highlighted name, click X to remove the name from the list.

Once the autocomplete entries are removed, begin addressing users by selecting their name from the GAL. After this has been done a few times a new autocomplete entry with the updated information will be added.