
Updating Your Outlook Address Book (Windows XP)

Introduction

Whenever substantial changes are made to the Outlook Address Book at the server level (such as the switch from UMail to ForUM Email), it is often necessary for users to manually update the Address Book associated with their Outlook email account.

This process will not affect any Contacts you have added to your Outlook Address Book.

Procedure

1. Run **Outlook** on your office computer.
2. In Outlook, click **Tools** on the menu at the top of the screen.
3. In the **Tools** menu, select **Send/Receive**, then **Download Address Book**.
4. You should see this screen:



5. Make sure the **Download changes since last Send/Receive** box is **NOT** checked.
6. **Information to download** should be set to **Full details**.
7. Click **OK**.
8. A progress window will appear while the update is processing. This may take a few minutes, but the window will close automatically once the update is complete.
9. Once the progress window has disappeared, your Outlook Address Book will be up-to-date.