How Do I Fix an Employee's Outlook Entry?

This article covers how a Department IT Coordinator (DITC) can submit requests to update an employee's entry in the Outlook address book.

What information needs to be fixed?

Employee's name

An employee's name is linked to their People Directory entry, which may have been created manually by a DITC or imported from a campus Human Resources system. Generally, a DITC sets an employee's Display Name in Outlook when they request an email account for the employee using the Display First Name and Display Last Name fields.

Did the employee's name change?

- [View our article on changing an employee's name](#) for more information on the options for updating their name.

Need to correct an employee's name?

- If there is an error with the employee's name (e.g., spelling error, transposed first/last names), use the [Modify Email request](#) and enter the corrected name in the appropriate field(s). First Name and Last Name are typically the employee's legal name; Display First Name and Display Last Name are displayed in Outlook in the address book and in emails to/from the employee.

Employee's phone number

An employee's phone number is linked to their entry in the campus telephone database. Updates to the campus telephone database are sent to Account Management and normally within a few days the updated information will show up in Outlook.

Need to assign an existing phone number to the employee?

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- Use the Change Display Name option in the [Phone Modifications request](#) to change the name associated with the phone to the employee's name.

Need to request a new phone number for the employee?

- Use the [Zoom Phone request](#) to request a new phone number.

Does the employee share a phone number with others?

- Use the Update Outlook/GAL option in the [Phone Modifications request](#) to update their phone number in Outlook.

Employee's location

An employee's location is linked to their campus phone number. So changing the employee's location usually means either scheduling a move of their current phone number or changing which phone number is associated with the employee.

Need to move their phone to a new location?

- Use the [Schedule a Move request](#) to request a move of the employee's phone. This is necessary even if the employee has moved their phone/computer already.

Need to change which phone number is associated with the employee?

- Use the Change Display Name option in the [Phone Modifications request](#) to update an existing phone number to the employee's name.
- If the employee shares a phone number with others, use the Update Outlook/GAL option in the [Phone Modifications request](#) to change the employee's phone number and location.

Need to request a new phone number for the employee?

- Use the [Zoom Phone request](#) to request a new phone number.

Employee's department

An employee's department in Outlook is tied to the employee's People Directory entry. To change an employee's department in Outlook, there must be a People Directory position in that department for their position type (e.g., if you want to change the employee to be Full-Time Faculty in Psychology, there must be a Full-Time Faculty position in Psychology in the employee's People Directory entry).

Ready to change the department for the employee?

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- Use the [Modify Email request](#) and click on the Department drop-down menu to change which department is associated with the employee's email account.

Need to add a position for the employee first?

- [View instructions on adding a position to the People Directory](#).

Employee's title

An employee's title in Outlook is tied to the employee's People Directory entry. To change an employee's title in Outlook, there must be a People Directory position for the position type in their department (e.g., if you want to change the employee to be Full-Time Faculty in Psychology, there must be a Full-Time Faculty position in Psychology in the employee's People Directory entry).

Ready to change the title for the employee?

- Use the [Modify Email request](#) and click on the Position Type drop-down menu to change the employee's title.

Need to add a position for the employee first?

- [View instructions on adding a position to the People Directory](#).

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

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