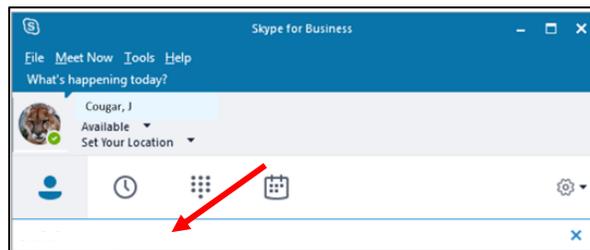


How to Tame Your SFB Contacts

The SFB search field can be used to dial a phone number or search for a phone number. When searching for a number, SFB searches both your personal address book in Outlook and the campus Global Address Book (GAL).

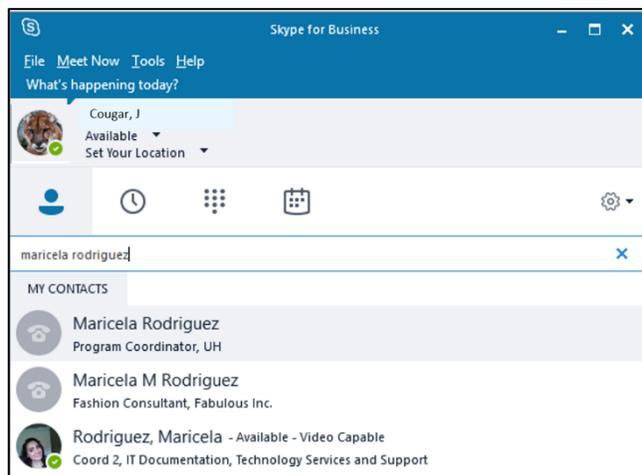
Your Outlook address book might need to be updated to remove contacts no longer at UH or to update phone number.



UH contacts in your Outlook address book are not automatically updated when a contact moves to a new department or is assigned a new phone number. SFB search results will display an old number found in your Outlook contacts, as well as the most recent number found in the GAL. This causes a person to be listed more than once in the search results.

Clean-up your Outlook address book. It is not possible to access your Outlook address book using SFB. You must open Outlook and edit your address book while in Outlook. We recommend deleting all UH contacts who can be found in our GAL. If you want to keep a UH contact in your Outlook address book, link the entry in the Outlook to the GAL.

The following picture shows the search results for “maricela rodriguez”.



The first person listed works for UH. She is not listed in our GAL. The picture of a telephone next to her name is an indication that she is in my Outlook address book.

The second person listed does not work for UH. She is also not listed in our GAL. She is in my Outlook address book.

The third person listed works for UH and is in our GAL. A personal photo (or the outline of a person) next to her name is an indication that she is in the GAL. The appearance of her presence is also an indication.

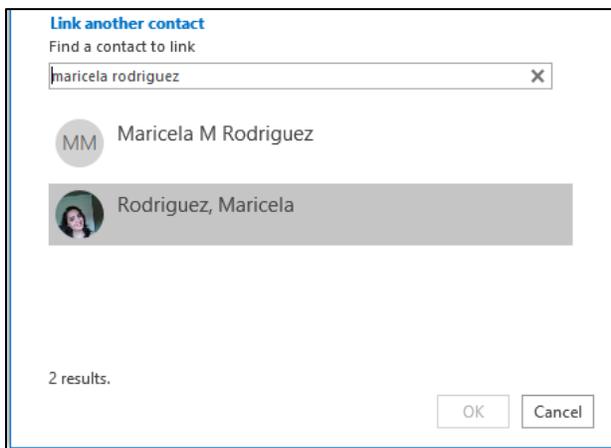
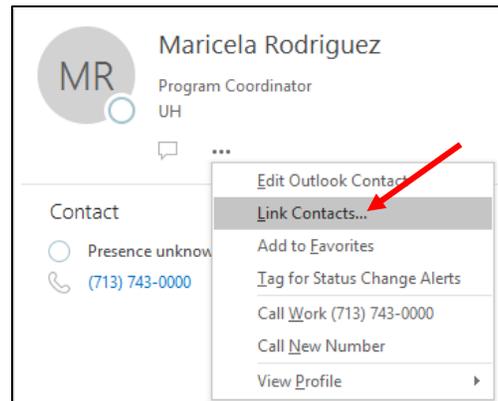
Link Contacts

The first and third entries for “maricela rodriguez” are the same person. I don’t want to delete her entry in my Outlook address book because it contains her likes, dislikes and other personal information not found in the GAL.



Linking the first and third Maricela Rodriguez's together means I will see up-to-date information about Maricela from the GAL and see information for Maricela that is contained in my Outlook address book – all in one search result.

Use the Link Contacts command found in the Outlook address book to link two contacts.

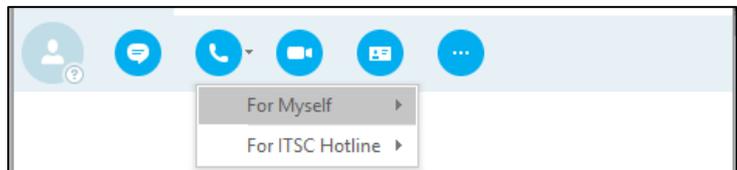


The Link Contacts dialog box appears after clicking Link Contacts. I search for “maricela rodriguez” and select the GAL entry.

My Outlook address book entry for Maricela Rodriguez is immediately linked to her GAL entry. All of her contact information will appear on her SFB contact card.

What Number is SFB Dialing?

To verify the number SFB is dialing, hover over a contact's image and click the **arrow** next to the Call button. Use this method to select an alternate number. SFB automatically calls the last number selected from this list.



To verify the number SFB for Mac is dialing, select a contact and click the **arrow** next to the Call button. Use this method to select an alternate number. SFB automatically calls the last number selected from this list.

