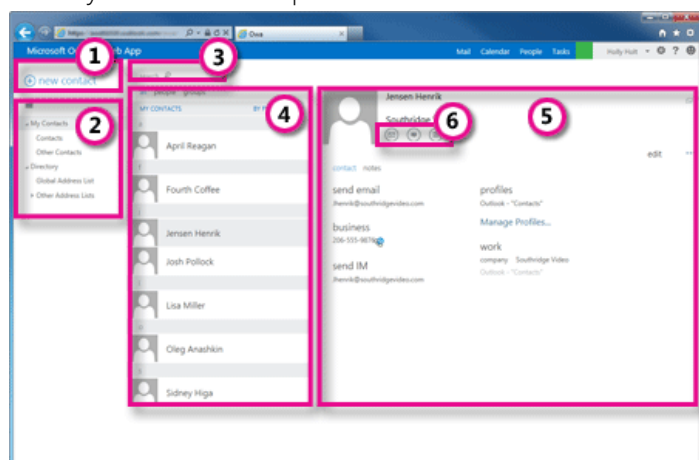# People overview

People is where your personal contacts are stored and where you can view any address books that have been set up for your organization.

In this article

What you'll see in People

1. Create a new contact by selecting ✚ New.

2. All the places you can find contact information.

3. Search. Type a person's name here to search for them in your contacts and in your organization's address book. For more information, see Search in Outlook Web App.

4. List of all contacts in the current folder.

5. The contact card for the selected person.

6. Actions you can take directly from the contact card. Select the icons to send a message, start an IM session, or create a meeting request. For more information, see Actions you can take from a contact.

A miniature contact card

You can hover over or select any name in the sender, To, or Cc fields of a message to see a brief summary of their contact information. This same information appears in the reading pane at the top of every entry in People.
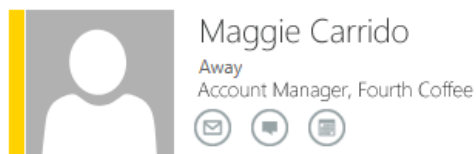
It includes their IM status (if available), name, job title, and icons that you can select to send them a message, start an IM session with them, or create a meeting invitation addressed to them.

Create a new contact

To create a contact, select the folder under My Contacts that you want to create the contact in, then select ✚ New and select Create contact.

💾 SAVE   ✕ DISCARD

First name: Middle name:

Last name:

⊕ email   ⊕ work

Email:
                               ⊕ address

Display as:
                               ⊕ other

⊕ phone

⊕ IM

⊕ notes

This will open a blank contact form. Fill in any details that you want. Select the ✚ icon to see more options for that type of information. For example, if the person you're adding to your contacts has multiple phone numbers, select the ✚ next to Phone to add phone numbers.

When you're done, select 💾 Save to save your changes or ✕ Discard to cancel.

NOTE   If you want to create a new Lync contact, open Lync on the computer or device you installed it on, and then add a contact from there. For more information, see Add a contact in Lync.

Create a group

You can create two types of groups in Outlook Web App. The first is a personal group, which is a group that is stored in your Contacts folder and can contain entries from your personal Contacts and from your organization's address book.

To create a personal group select the folder under My Contacts that you want to create the group in, then select ✚ New and select Create group.

💾 SAVE   ✕ DISCARD

Group name:

Members: Notes:

add members...

This will open a blank group form. Enter the group name that you want and any notes. To add members, type the name of the person you want to add in Members. Outlook Web App will search for a match in your Contacts and

in your organization's address book. If a match isn't found, you can search for that person. You can also type an email address directly in Members. Press Enter to add your selection to the group.

When you're done, select 🖫 Save to save your changes or ✕ Discard to cancel.

Create a shared group

Depending on the settings on your account, you may be able to create groups that will appear in your organization's address book. To learn how to create and manage shared groups, see Distribution groups.

Create a contact from a message

You can add any contact that you see in a message to your Contacts. To add a contact from a message:

1. Select the name to see the miniature contact card.

2. Select the downward chevron ❯ in the bottom corner to expand the card.

3. Select Add, then Add to contacts.

4. Add any additional information you want.

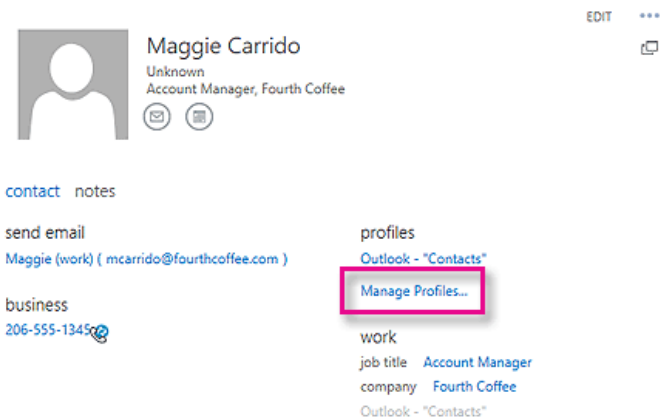5. Select 🖫 Save to add the card to your Contacts, or ✕ Discard to cancel.
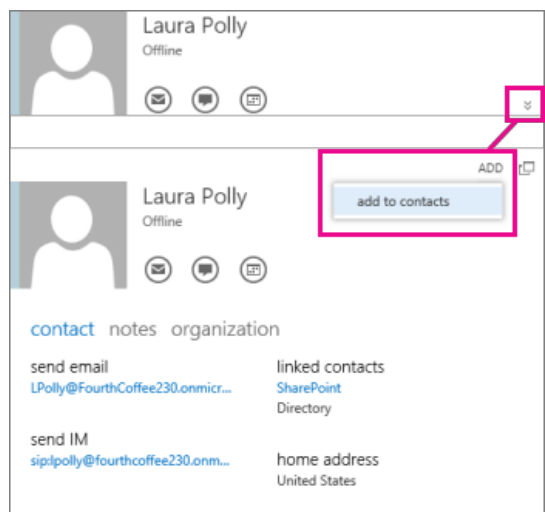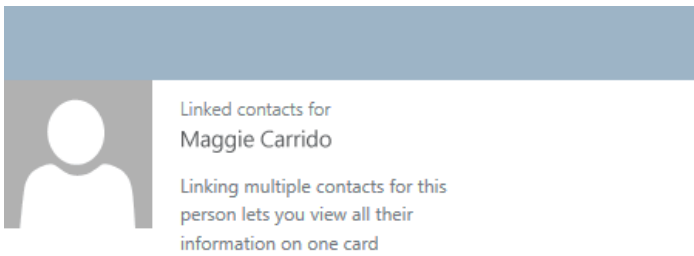

Edit a contact

Find and select the contact that you want to edit. You can only edit contacts in the folders under My Contacts. When you select a contact, you'll see their details in the reading pane. To edit their information, select Edit. Make any changes that you want, and then select 🖫 Save to save your changes or ✕ Discard to cancel.

Linking and unlinking contacts

Outlook Web App detects contacts that have the same or very similar display names and will link them into a single view. To see which contacts have been linked, choose a contact card, and then select Manage Profiles in the reading pane. You can also choose the contacts that you want to link.
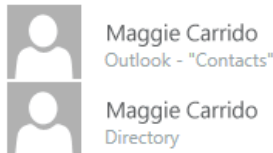

This will display the linked contacts, if any, for that card.

Linked contacts for
Maggie Carrido

Linking multiple contacts for this person lets you view all their information on one card

① LINKED CONTACTS

You can click or tap a linked contact to view or unlink it.

Maggie Carrido
Outlook - "Contacts"

Maggie Carrido
Directory

② SUGGESTED LINKS

No duplicates were found for this person.

③ FIND A CONTACT TO LINK

search 🔍

1. View all the contacts linked to this contact card. If a link has been added that you want to remove, select it to view it or unlink it.

2. Suggested links shows links that might match this person.

3. You can find additional contacts to link by searching.

Any changes you make will be saved automatically as you make them. When you're done, select ✖ to close the window.

Using Outlook Web App on a mobile device

If you're using Outlook Web App on a mobile device, such as a tablet or smart phone, you may see something different from the images above.
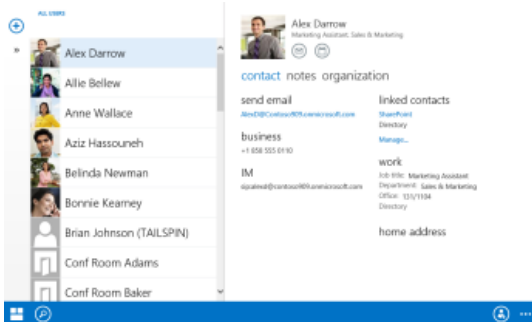
Most features work the same as they do when you're using Outlook Web App on a desktop or laptop computer, but some things are done a little bit differently.

Tap the navigation icon ⊞ in the lower corner to switch between Mail, Calendar, People, and Options.

To search, tap the search icon 🔍. Tap the add to Contacts icon 👤 to add the selected entry from your organization's address book to your Contacts. Tapping the more icon ••• will show more selections.

You create new items by tapping the new item icon ⊕. Look for chevron icons ⊙ « to expand or collapse the part of the screen they appear on.

To get to Options when you're using a mobile device, tap the navigation icon ⊞, then tap the gear icon ⚙. For more information see Options on a mobile device.

What if I want to know more?

- [What's new in Outlook Web App](#)
- [Using Outlook Web App offline](#)
- [Mail overview](#)
- [Calendar overview](#)