Groups, Contacts, and Lists… Oh, my!

Outlook has an exciting collaboration feature known as **Groups**. It is helpful to understand the difference between groups, contact groups, and address lists in Outlook.

Group: In Office 365 and Outlook, **Groups** provide a way to communicate and collaborate with your team members. A **Group** is a **shared workspace** for email, conversations, files, and calendar events where members can collaborate and quickly get stuff done. The Groups feature was first introduced in Office 365 as a cross-suite service. It has been incorporated into the (desktop) version of Outlook and special options appear in the menu when a group name is selected. For privacy and security, we recommend using only **private** groups. To facilitate collaboration, access to Groups is available from multiple locations throughout Outlook and the Office 365 suite. In Office 365, click on the Group name, and then click on the ellipsis for more options.

Contact Group (Distribution List): A **Contact Group**, also known as a **Distribution List**, is a **list of e-mail addresses** collected under one name. A message sent to a contact group goes to all recipients in the list. **In Outlook, it is important to note the difference between a 'Group' (which is a shared workspace for collaboration) and a 'Contact Group' (which is an email contact list).** To find your personal Contacts and Contact Groups or to create new **Contacts** and **Contact Groups**, click on **People**.

In Office 365, you can view your Contact Groups by going to the **People** application. While viewing your Contacts, click on the **'By'** down-arrow at the top of the window and select **Lists**.
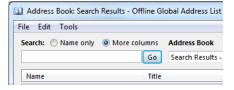
Address List (in the Global Address Book): An **Address List** in Outlook's Global Address Book is a **global email list created by a system administrator** (such as Faculty or Staff). **The FHSU Global Address Book in Outlook can be accessed several ways.** The most convenient way is while creating or replying to an email, click on **To…** or **Cc…** and the Address Book will automatically open, allowing you to search. The People icon next to an entry in the search results window indicates that the entry is for an Address List (rather than an individual email address).

Mailing List (Listserv): Listserv mailing lists are **not** part of Outlook. At FHSU, a listserv mailing list is a list of email addresses requested and generated for a special purpose. For example, a department may wish to send a series of emails to on-campus students in a specific major who are planning to graduate this semester.

For additional information, see these Microsoft Help pages:

- Create a contact group or distribution list in Outlook
- Introducing availability of Office 365 Groups in Outlook
- Create a group in Outlook
- Create an Outlook.com group and add members