

## \*\*\*\*\*Instructions for processing changes to Outlook Display (name, address and telephone number info)

If your Outlook display name, location, or phone number are incorrect under your Outlook properties in the GAL (Global Address List)

Login to [eAccess](#):

### **For Address and Primary Telephone Information changes:**

1. Click on the **My Profile** tab at the top, then click on **Edit Profile** (in the upper right-hand corner).
2. You can edit your Address information, Default Approving Manager and Telephone information, then click on **Submit**.
3. Once approved, you should see the updated information within 24 hours.

### **For Display Name changes in Outlook:**

1. On the eAccess main screen, click on the **Request Access** tab and make sure the **Application** option is selected.
2. In the 'Enter the application name' box, type in: **ace display name** and click on **Search**.
3. In the results pane, click on **ACE Display Name**.
4. Under the 'Request Setup Information' section, enter in the appropriate information.
5. Fill in the Date Needed and click on **Next**.
6. Verify the information and then click on **Submit Request**.
7. Once your manager approves the request, you should see the updated information in Outlook within 24 hours.

## \*\*\* PROCESS FOR UPDATING GLOBAL DISTRIBUTION LISTS:

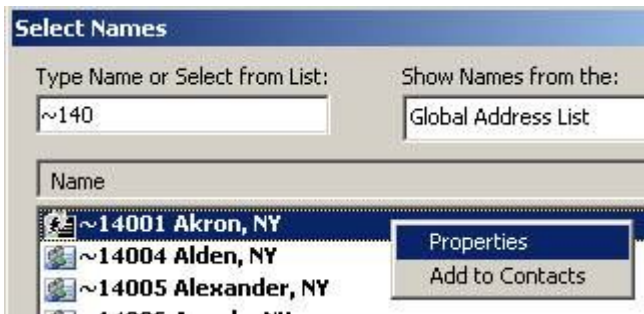
You should send an email to WNY – GDL Updates any time there are folks that should be added or removed from the distribution list for your office. You are currently not a member of either list.

Please use the Instructions below to verify your current GDL list for your office.

Please submit changes to: [WNY - GDL Update](#)

<sup>1</sup>  
\*\*Steps to verify the GDL (Global Distribution List) for your office.

- Start a new email message
- Click on the TO: to bring up the GAL (Global Address List)
- Find your office in the list and highlight it.
- Right-Click on your office and select Properties



- Review the list of members in your office GDL. This is a list of everyone that will get a copy of any email sent to your office's GDL.



- Make note of any folks that should be removed or added.
- Click OK or Cancel to exit those windows and return to your email message.
- If there are any removals or additions needed indicate what they are in an email addressed to [WNY - GDL Updates](#)

**You should send an email to [WNY - GDL Updates](#) any time there are folks that should be added or removed from the distribution list for your office.**