

Understanding the Address Book

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Purpose

This training material highlights the address book in eCourseware.

Audience

This training material is designed for University faculty and staff that will be using the address book in eCourseware.

Understanding the Address Book

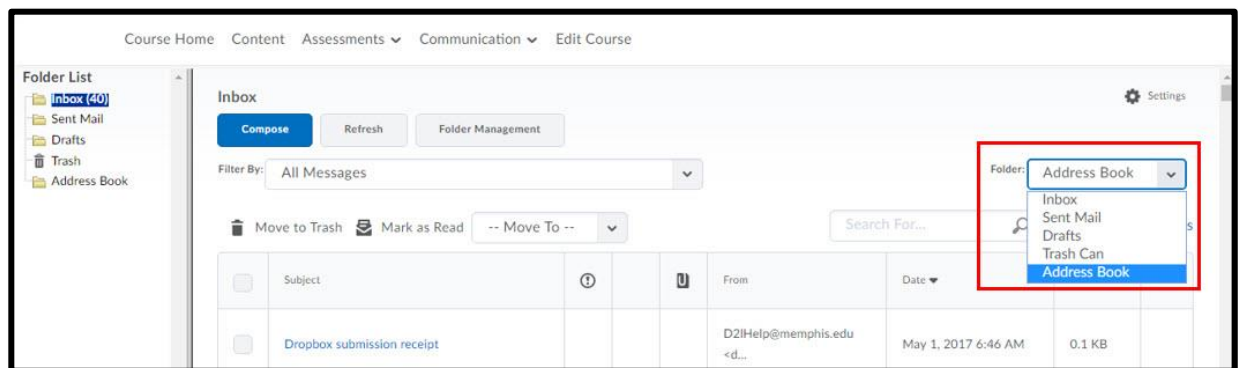
Address Book

The Address Book lets you to keep an online list of your contacts and organize personal contacts into groups.

Accessing the Address Book

Do one of the following:

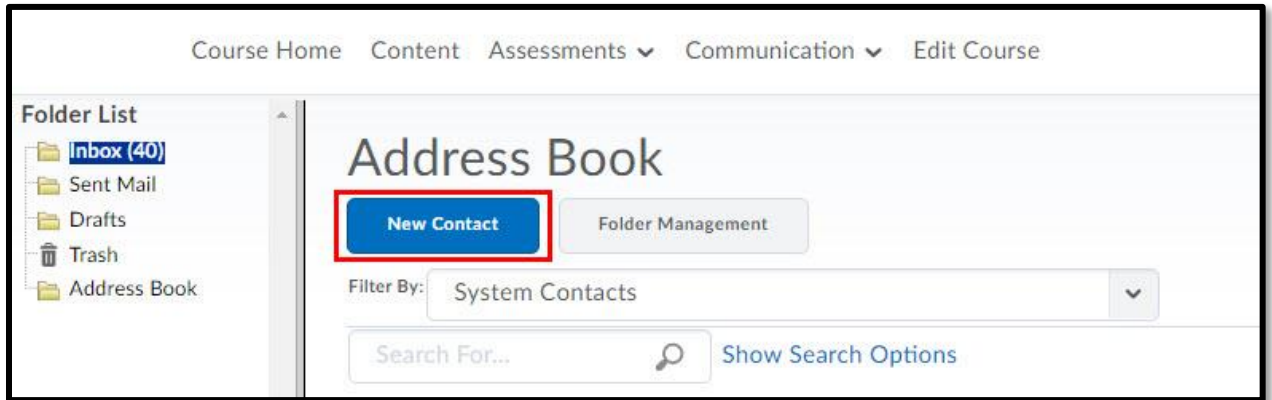
When composing a message, click Address Book.



Click Address Book from the Folder List pane. Depending on your settings, this pane may not display.

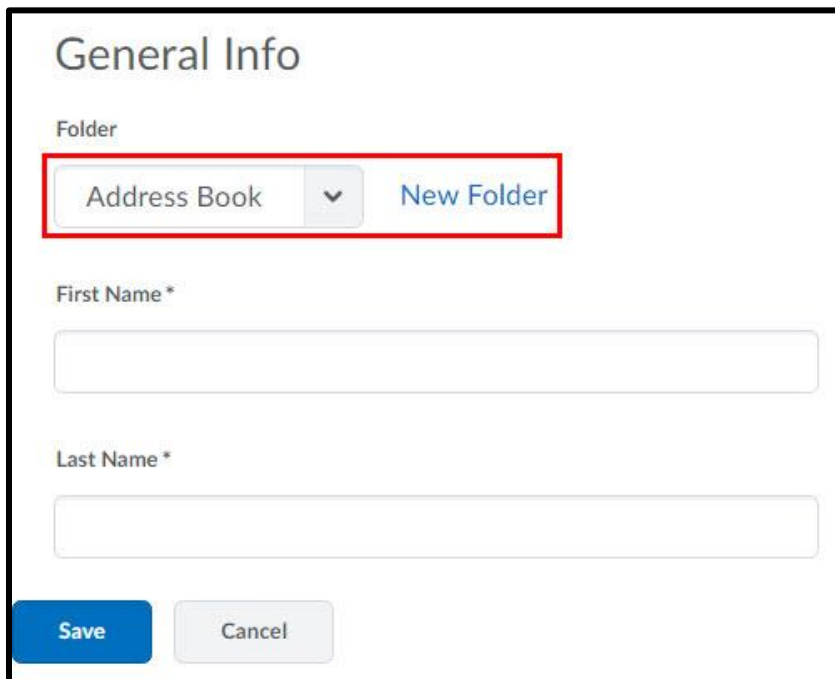
Adding a Personal Contact to Your Address Book

1. On the Address Book page, click **New Contact**.



The screenshot shows the 'Address Book' interface. At the top, there are navigation links: 'Course Home', 'Content', 'Assessments', 'Communication', and 'Edit Course'. On the left, a 'Folder List' sidebar contains 'Inbox (40)', 'Sent Mail', 'Drafts', 'Trash', and 'Address Book'. The main area is titled 'Address Book' and features a blue 'New Contact' button (highlighted with a red box) and a 'Folder Management' button. Below these is a 'Filter By:' dropdown menu set to 'System Contacts'. At the bottom, there is a 'Search For...' input field with a magnifying glass icon and a 'Show Search Options' link.

2. Choose a folder to store the new contact's information in the Folder drop-down list. By default, new contacts are stored in the main Address Book folder
3. To create a new folder, click the New Folder link beside the Folder drop-down list.
4. Enter the new contact's information in the appropriate fields. (Fields marked with an asterisk are required.)



The screenshot shows the 'General Info' form for adding a new contact. It has a 'Folder' section with a dropdown menu showing 'Address Book' and a 'New Folder' link (both highlighted with a red box). Below this are two text input fields: 'First Name *' and 'Last Name *'. At the bottom, there are two buttons: 'Save' (blue) and 'Cancel' (gray).

5. Click **Save**.

Editing an Address Book Personal Contact

1. On the Address Book page, select **All Personal Contacts** from the Filter By drop-down list.
2. Click the First Name or Last Name link of the contact you want to edit from the list of contacts.
3. Update the contact's information.
4. Click **Save**.

Deleting an Address Book Personal Contact

1. On the Address Book page, select **All Personal Contacts** from the Filter By drop-down list.
2. Select the contacts you want to delete, then click the **Delete** icon.

Creating an Address Book Contacts Group

1. On the Address Book page, click **Folder Management**.
2. Click New Folder.
3. In the Folder Type section, select Contacts Folder.
4. Enter a Folder Name.
5. To make the new folder a sub-folder inside an existing folder, choose the existing folder from the Parent Folder drop-down list.
6. Click Save.

Moving Personal Contacts to a Contacts Group

1. From the Address Book page, select **All Personal Contacts** from the Filter By drop-down list.
2. Select the contacts you want to move.
3. Select a group from the Move To drop-down list.

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)