There are reports that emails that come from president@wlusa.ca are still saying "Keith Goulet" instead of "Karen Cleaver". The reason is because in your Contacts list, Outlook has saved it under the original name.

The following process will show you how to delete an old contact from your Contacts list so that when a new email comes from that email address, it will update the contact information.
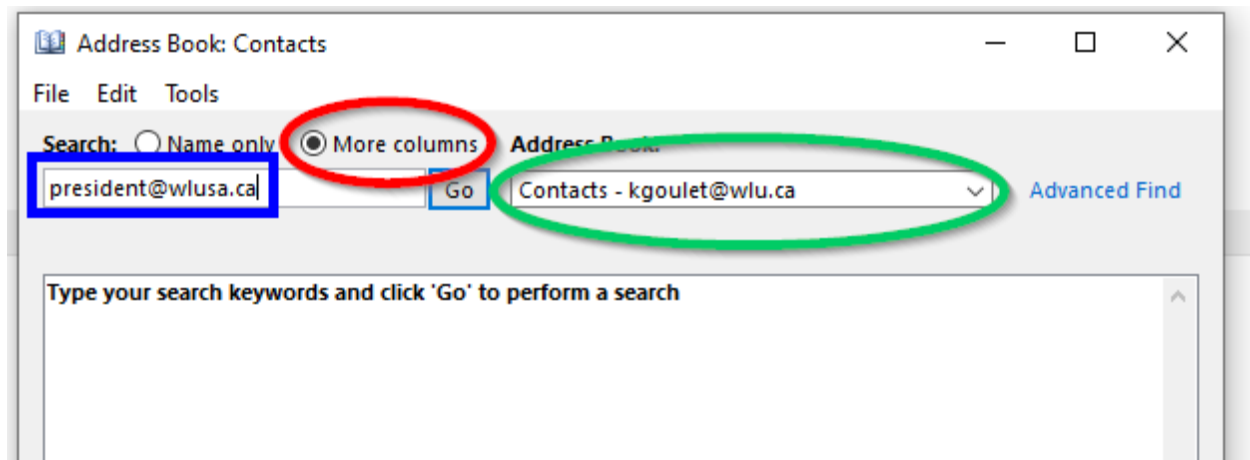
There are two steps.

Step 1 – Delete from Contacts List

In the HOME tab, find Address Book on the right side and click on it.

1. Under Address Book, select Contacts (GREEN)
2. Click the "More columns" radio button (RED)
3. Enter president@wlusa.ca in the Search Box. Click Go (BLUE)

If an entry appears, right-click on it and choose Delete to delete the entry.

Step 2 – Delete from Recent People

1. Compose a new email
2. In the To: field, begin typing president@wlusa.ca . Outlook will attempt to suggest recent people you have communicated with.
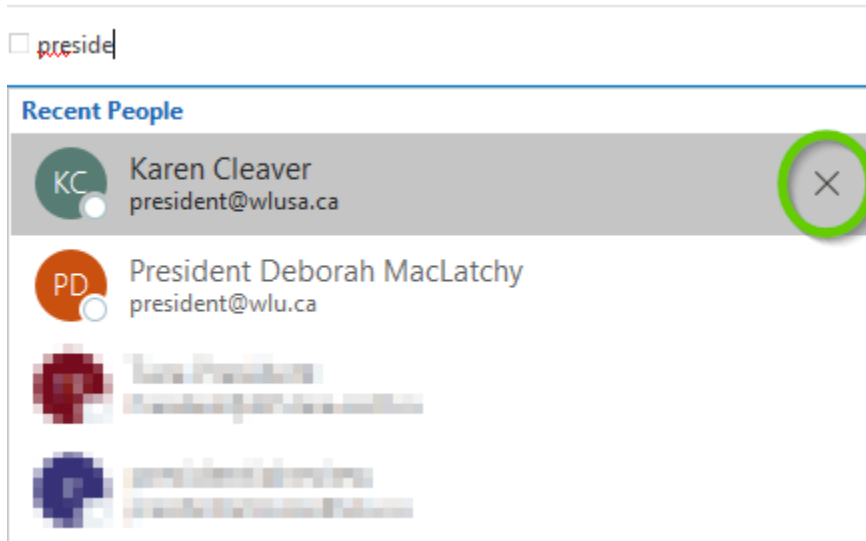
In the example above, the name associated with president@wlusa.ca is correct, but if you see "Keith Goulet", click on the X to remove it from the list.

You are done! The next time you receive an email from president@wlusa.ca , Outlook will re-populate your Contacts with the correct information.