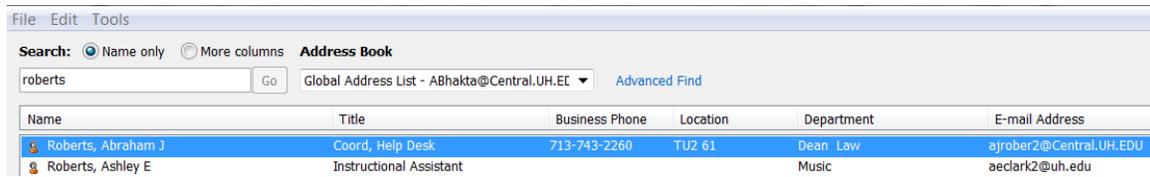The Global Address List (GAL) in Microsoft Outlook client contains the email addresses of all UH employees. The email address can be the @uh.edu which is your UH Email Alias or it can be your @central.uh.edu address, which is your Exchange. For example:

Once an @central.uh.edu is created, the GAL will always show your @central.uh.edu address and your @uh.edu address will no longer be shown. Therefore, when a Sender pulls up your name in the GAL to write to you, it remembers to associate your name with the email address in the GAL. When you receive an @central.uh.edu and the email address changes, the next time the Sender writes to you, it will associate the @uh.edu address with your name instead of the new @central.uh.edu.

This is an inherent behavior of the Microsoft Outlook client. To clear the client's memory or cache so that it picks up the new address, you will need to do the following:

1. Begin to enter the persons email address in the "To:" field, but do not complete the entry.
2. An address or list of addresses will appear. Look for the users xxxx@uh.edu address and delete it.
3. To delete the address, navigate to the highlighted address, press the "X" on the right or the Delete key.
4. Now type in the users xxxx@uh.edu completely in the "To:" field and send the message.