

# Google Mail

## Delete an Outdated Email Address

### **Before you start...**

If an old address pops up when you try to email another user in Google Mail, it is probably because the user has changed their username and University email address recently and the old address is still saved either in the “My Contacts,” “Most Contacted,” or “Other Contacts” section of your Google Contacts. You will need to manually delete the old email address from your Google contacts using the steps outlined in the sections below.

### **Accessing Your Google Contacts**

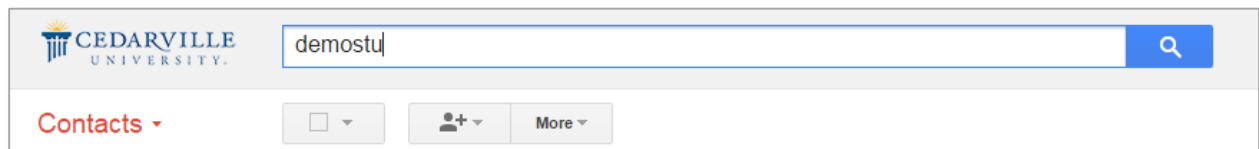
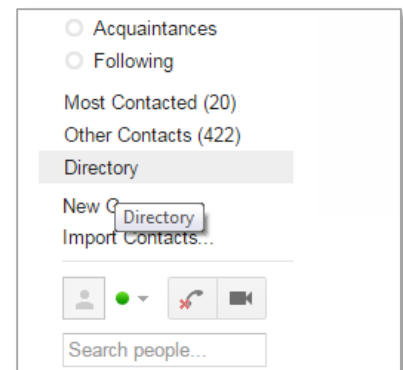
1. Log in to your Google Mail account.
2. In the upper left corner of the screen, click “Mail” > Select “Contacts.”



### **Deleting an Outdated Email Address**

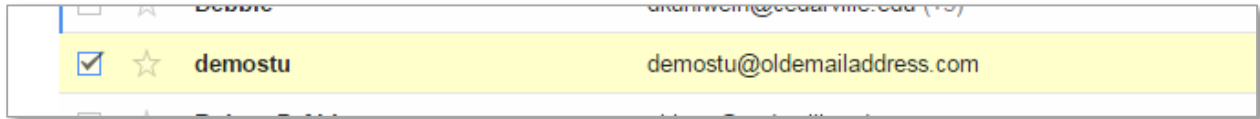
The official University email address for each user is located in the “Directory” (or “Domain Contacts”) of your Google Contacts (see screenshot on right). (If you do not see “Directory” right away, click on the scroll bar in the left panel and scroll down.) You may need to check the directory in order to find out which email address is the current one.

1. With your Google Contacts open, type the name of the person whose email address you want to update in the white search bar. (If you don’t have that many contacts, then you can find that person’s name directly in the list of contacts. See the note below if the person’s name doesn’t appear through a search or directly in the list of contacts.)

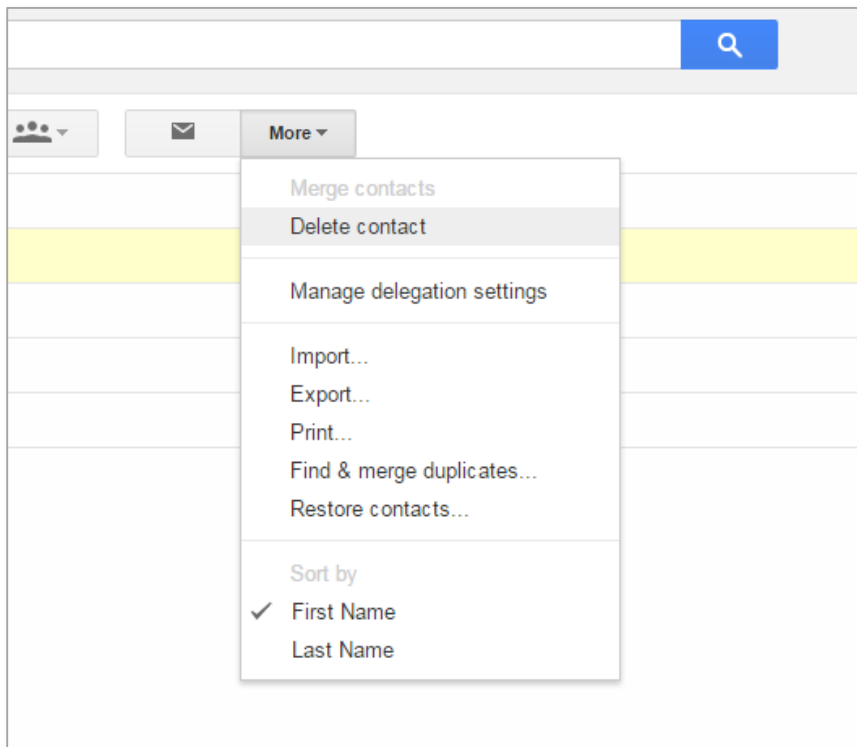


**Note:** If the person’s name does not show up in the original list of contacts, you may want to navigate through the different options in the left sidebar, such as “Other Contacts” or “Most Contacted.” (If these options do not appear directly, you may need to scroll down in the left sidebar in order for them to appear.)

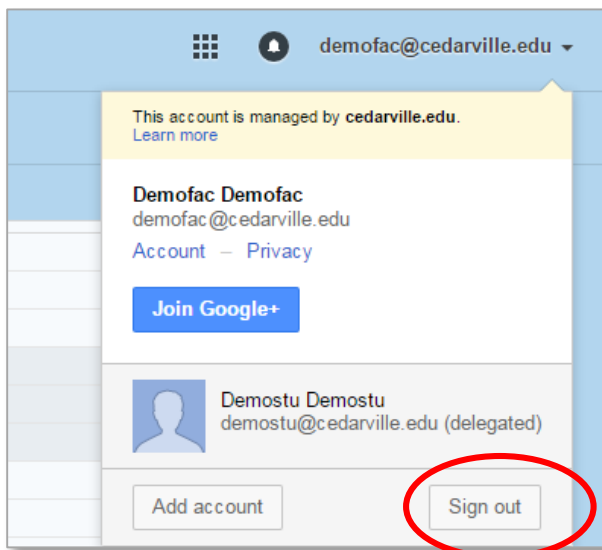
2. Click the checkbox next to the incorrect/old email address to select it.



3. Click the [More] button (under the search bar) and choose "Delete contact."



4. Log out of Google Mail and then log back in.



5. The correct email address should be the only one that pops up when you try to send an email to your contact.

**Note:** You cannot delete a contact from the official University email list (the "Directory"). Also, the old name and email address supplied by faculty/staff and students if they chose to join Google+ may supersede information in the University Directory and must be corrected by the user within Google+.