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The webmail address book: collected addresses, groups and wrong autocomplete suggestions

E-mail

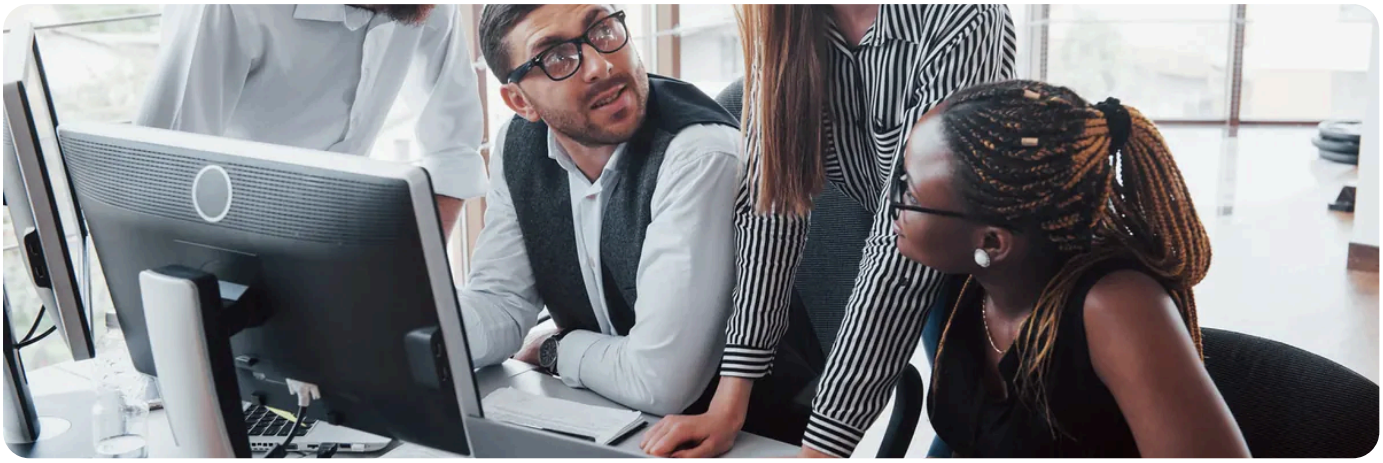
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RLX Holdings (Pty) Ltd. · Group RLX Holdings
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https://www.my.mozout.com/knowledgebase/7344

The webmail address book: collected addresses, groups and wrong autocomplete suggestions

E-mail Created on **November 13, 2026** 2 min read



The short answer: webmail has more than one contact list. Besides **Personal Addresses**, which you fill in yourself, there are **Collected Recipients**, where webmail gathers the addresses you write to on its own, and **Trusted Senders**. The suggestions that pop up as you type a recipient come from these lists. A wrong or old suggestion is deleted there, and it stays gone.

The contact lists

List	How it fills up	What it is for
Personal Addresses	You add contacts, or import a file	The contacts you want to keep, with name, phone and groups
Collected Recipients	On its own, with the addresses you send to	Suggesting addresses as you type
Trusted Senders	When you always allow a sender's content	Showing images from people you trust: **images in webmail**

A wrong suggestion as you type

You once typed an address with a mistake and now webmail keeps suggesting it? Or a colleague left and the old address still comes up?

1. **Open Contacts** in the webmail left-hand menu.
2. **Find the address** in Collected Recipients (and in Personal Addresses, if it is there).

3 **Delete it** and, if needed, save the right one in Personal Addresses.

Groups: writing to a team without leaving anyone out

1 **In Personal Addresses**, create a group (for example, "Accounts").

2 **Add the contacts** to the group.

3 **When composing,** start typing the group name in the recipient field and pick it: every address goes in.

For customers, put the group in Bcc,
not To. In To, every customer sees everyone else's address. For an address the team shares permanently, a mailing list or a forwarder is better: **a shared address for a team**.

Bringing contacts in and taking them out

1 **Import:** in Contacts, choose import and upload a vCard (.vcf) or CSV file exported from Gmail, Outlook or your phone.

2 **Export:** in Contacts, choose export to a vCard file. It works as a backup and to move the list to another program.

Webmail contacts may not be the same as your phone's.
To have one list everywhere, see **calendars and contacts on your own domain**. If you came from Gmail, bringing your contacts across is covered in **bringing your mailboxes from another provider**.

NEED A HAND?

Contacts that will not import, or suggestions that will not go away? Talk to us.

Open a support ticket →

SEE ALSO

Calendars and contacts on your own domain →

- Images not showing in webmail messages: remote content, privacy and when to allow it
- A shared address for a team: one shared mailbox, a forwarder or a mailing list
- Everyday e-mail habits for a business: To, Cc and Bcc, reply all, subjects and attachments
- Webmail settings worth changing: time zone, reply style, HTML and refresh
- Mailing lists in cPanel: one address for a whole group

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