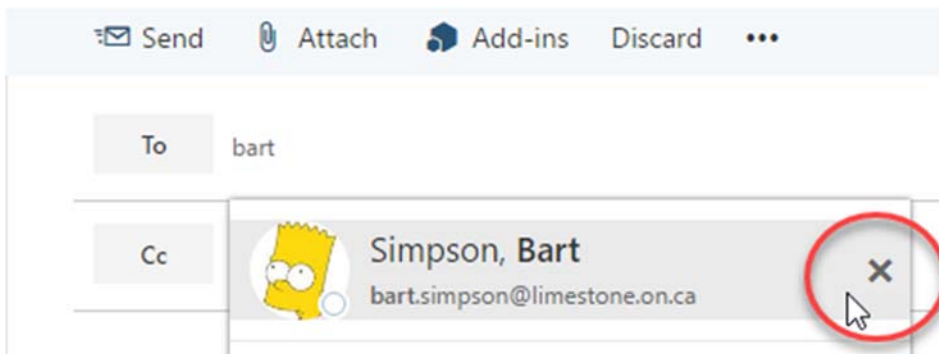


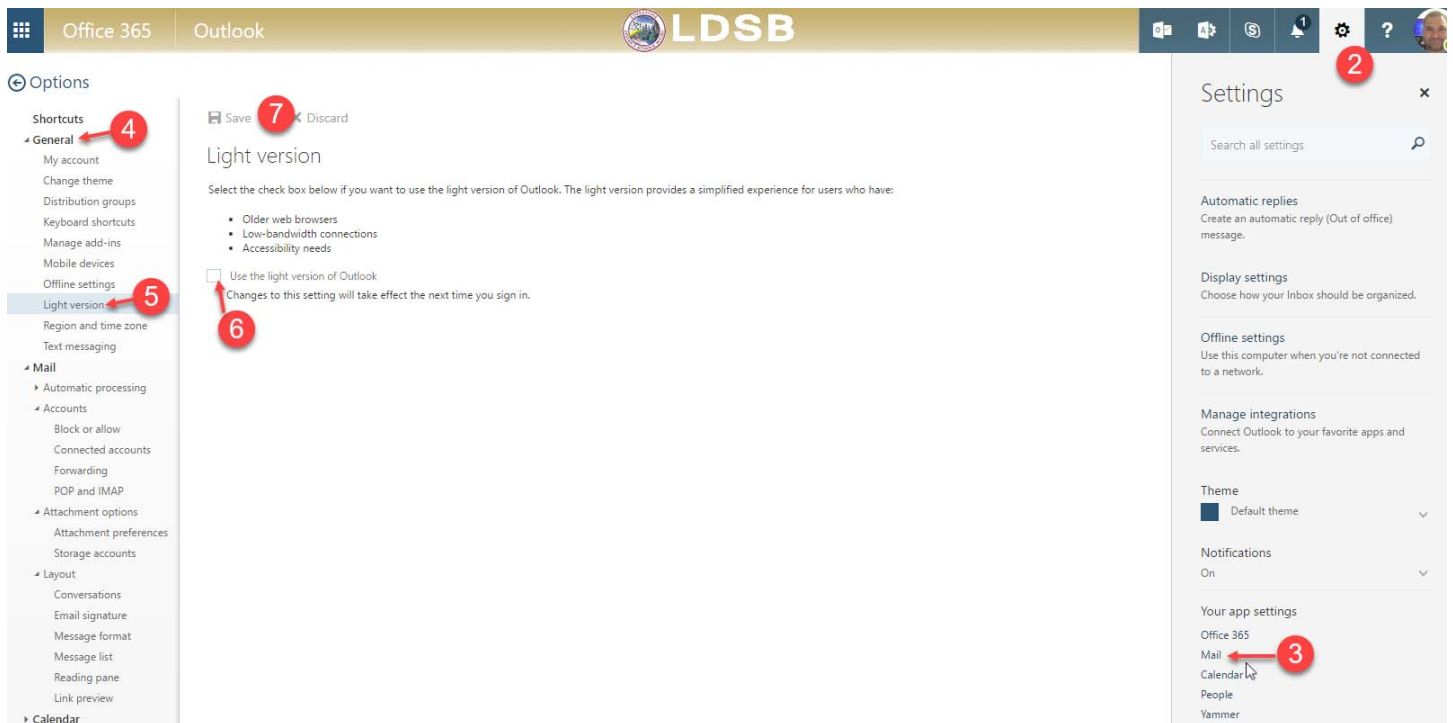
Clearing an individual email address from Cache for Office 365 Web

1. Open Mail.
2. Start a new email message.
3. Type the first few characters of the nickname you wish to remove, move the mouse over the name until it becomes highlighted DO NOT click on the name.
4. When the X icon appears next to the highlighted name, click on the X to remove that nickname



Clearing all email addresses from Cache for Office 365 Web.

1. Log into Office 365.
2. Click Settings (the gear in the top right)
3. Click on Mail in the bottom right
4. Expand General on the left hand side
5. Select Light Version
6. Check the box to state you want to use the light version of Outlook
7. Click on Save.



8. Now sign-out of Office 365 and close your browser.
9. You'll want to clear your browser cookies or use another browser to sign back into Office 365 and open the Mail app.
10. Click on options in the top right
11. Click on Messaging on the left
12. Select Clear Most Recent Recipients list...
13. Click on Yes when you get the pop-up windows confirming you want to clear the list.

(image for steps 10-12 on page 2)

10

- Mail
- Calendar
- Contacts

Regional Settings

Messaging 11

Junk Email

Calendar

Automatic Replies

Change Password

Outlook version

Mobile Devices

About

Save

Message Options

- Number of items to display per page: 20
- After moving or deleting an item: open the next item

Email Signature

- Automatically include my signature on messages I send

Message Tracking Options

- Ask me before sending a response
- Always send a response
- Never send a response

E-Mail Name Resolution

- Add recent recipients to the Most Recent 12's list
- [Clear Most Recent Recipients list...](#)