

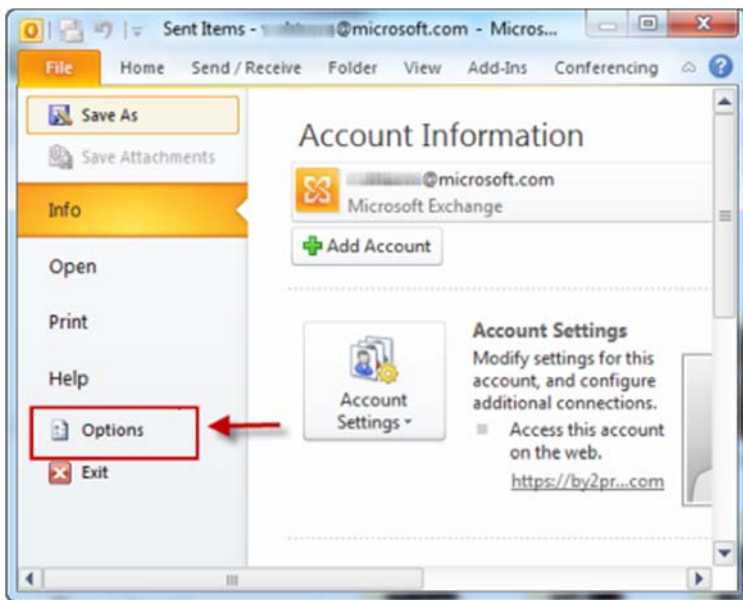
Clearing an individual email address from Cache for Outlook 2013 / 2016.

1. Open Outlook.
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

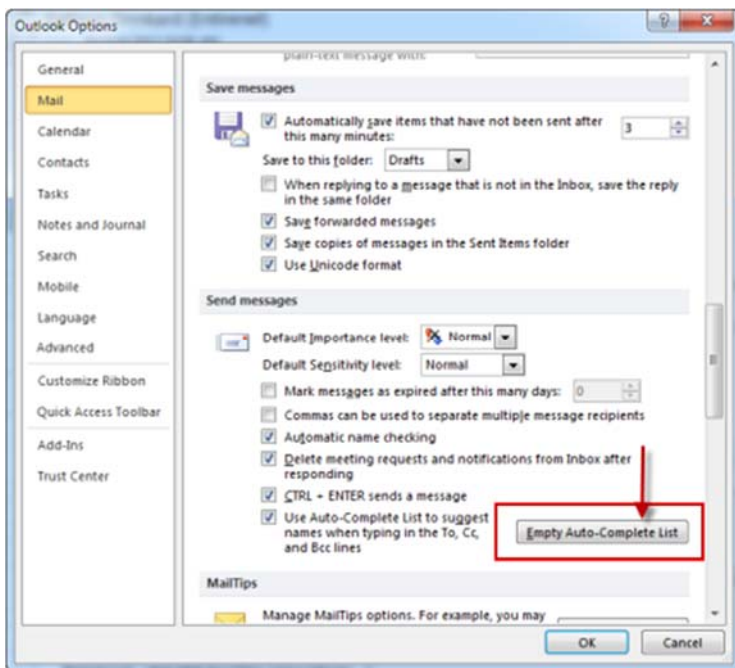


Clearing all email addresses from Cache for Outlook 2013 / 2016.

1. Open Outlook.
2. On the **File** tab, click **Options**.



3. Click the **Mail** tab.



4. Under **Send Messages**, click **Empty Auto-Complete List**.
5. Click **Yes**.