

If you need to reset the Autocomplete function (address cache) in Outlook Web App:

It is possible to completely remove all of the email addresses stored by Outlook Web App (also called “Most Recent Recipients list”).

To do so, you must first log in by choosing “Use the light version of Outlook Web App”. The setting you need is only available under the light version of Outlook Web App. (If necessary, log out of your current session, close the browser window and re-launch the login screen.)

Microsoft Outlook Web App

Security ([show explanation](#))

- This is a public or shared computer
- This is a private computer

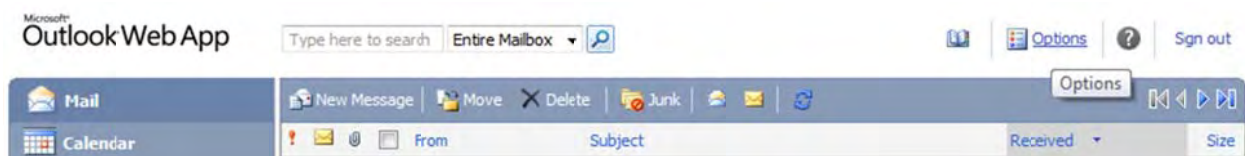
- Use the light version of Outlook Web App
The light version of Outlook Web App includes fewer features. Use it if you're on a slow connection or using a computer with unusually strict browser security settings. We also support the full Outlook Web App experience on some browsers on Windows, Mac, and Linux computers. To check out all the supported browsers and operating systems, [click here](#).

User name:

Password:

Sign in

Once you have logged in you will select the Options Link at the top right of the screen.



Scroll down until you find the “Email Name Resolution” section on the page. Click the link that says “Clear Most Recent Recipients list”. This will remove all entries in your autocomplete address cache and allow you to start fresh. You can also turn it off altogether.

Once you have done this, be sure to click the sign out link on the far right and close the browser window so that the next time you log in you are not using the “light mode” if you don’t want that.

The screenshot shows the Microsoft Outlook Web App interface. At the top left, it says "Microsoft Outlook Web App". To the right of this are search and navigation elements: "Find Someone", "Address Book", and a magnifying glass icon. Further right are "Options", a help icon, and "Sign out".

The left sidebar contains navigation links: "Mail", "Calendar", "Contacts", "Regional Settings", "Messaging" (highlighted), "Junk E-Mail", "Calendar", "Automatic Replies", "Change Password", "Accessibility", "Mobile Phones", and "About".

The main content area is titled "Save" and contains three sections:

- Message Options:** Includes a dropdown for "Number of items to display per page" set to 20, and another dropdown for "After moving or deleting an item" set to "open the next item".
- E-Mail Signature:** Features a checkbox labeled "Automatically include my signature on messages I send" which is currently unchecked. Below the checkbox is a large empty text area for the signature.
- Message Tracking Options:** Contains three radio button options: "Ask me before sending a response" (selected), "Always send a response", and "Never send a response".
- E-Mail Name Resolution:** Features a checked checkbox labeled "Add recent recipients to the Most Recent Recipients list". Below this checkbox is a link that says "Clear Most Recent Recipients list...".