

# Remove Cached Addresses in Outlook for Windows

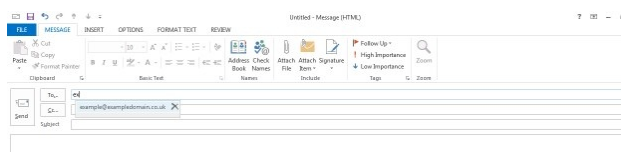
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A Cached Address is an email address that has been saved by Outlook when you last sent to it. This appears when you begin to type the email address into the 'To' field when composing an email.

When using Outlook it is possible for cached entries to become corrupt. This is usually caused by a change being made to the destination mailbox, for example the mailbox being moved or deleted and recreated. This will mean that when sending to such a mailbox using a cached entry, it will attempt to deliver the email to the old destination. This will result in a Non-Delivery Report (NDR) being generated.

## Remove a Single Cached Address

1. Open Outlook
2. Select **New Email**
3. In the **To:** field, start typing the address or name of the cached address
4. When the cached address appears, hover over the entry and press the **X** button



The entry will be re-created when you next send an email to that address.

## Remove All Cached Addresses

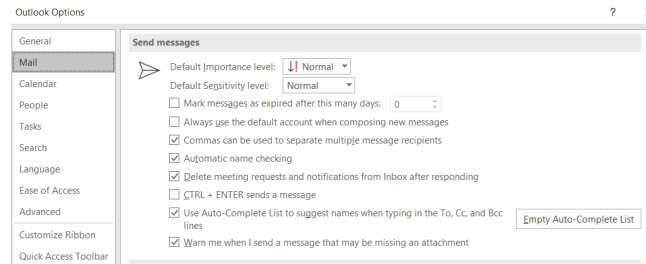
1. Open Outlook

2. Go to 'File > Options'

3. Select the **Mail** option on the left-hand menu

4. Scroll down to the **'Send Messages'** section

5. Select **Empty Auto-Complete List**



This will remove all Auto Complete entries for that Outlook profile.