

## How to Clear the Outlook Web Access (OWA) Cache

Outlook Web stores a listing of most recently used addresses within a user's mailbox. In some instances the cache must be cleared in order to restore functionality. The steps below will assist you with clearing the Outlook Web Access (OWA) cache.

1. Log in to your email account by visiting <https://webmail.mcsdk12.org/OWA/>
2. Click the Options drop-down located at the upper-right of the Outlook window
3. Select See All Options ... from the menu
4. Click Settings located in the left pane
5. Click the General button
6. Select the Use the blind and low vision experience option box
7. Scroll to the bottom of the screen and click Save
8. Click Sign Out
9. Log into your email again
10. Click Mail located at the upper left of the window
11. Click Options located at the upper right of the window
12. Click Messaging located in the left pane
13. Scroll down and click the "Clear Most Recent Recipients list ..." link (under the "E-Mail Name Resolution section)
14. Click OK when prompted to confirm.
15. Click Accessibility located in the left pane
16. Deselect Use the blind and low vision experience option box
17. Click the Save icon located just above the Accessibility heading
18. Click Sign Out at the upper right of the window