



# Directions for “Fixing” Outlook’s AutoComplete cache Issue

## TABLE OF CONTENTS

<b><u>TOPIC</u></b>	<b><u>PAGE</u></b>
Summary of the Issue .....	3
Manual Fix .....	4 - 6
Automated Fix .....	7 - 8
Support .....	8

## **SUMMARY**

In an effort to aid users of Outlook's mail client to "remember" updated addresses, these directions will provide the necessary steps to keep the most up-to-date e-mail addresses memorized within the Outlook client while purging older, non-usable addresses.

Due to the way Outlook attempts to streamline the process of addressing an e-mail (i.e. applying what's known as "AutoComplete" to automatically fill-in a previously used address), the program stores/saves e-mail addresses in its cache (memory) which, in some cases, can cause more harm than good.

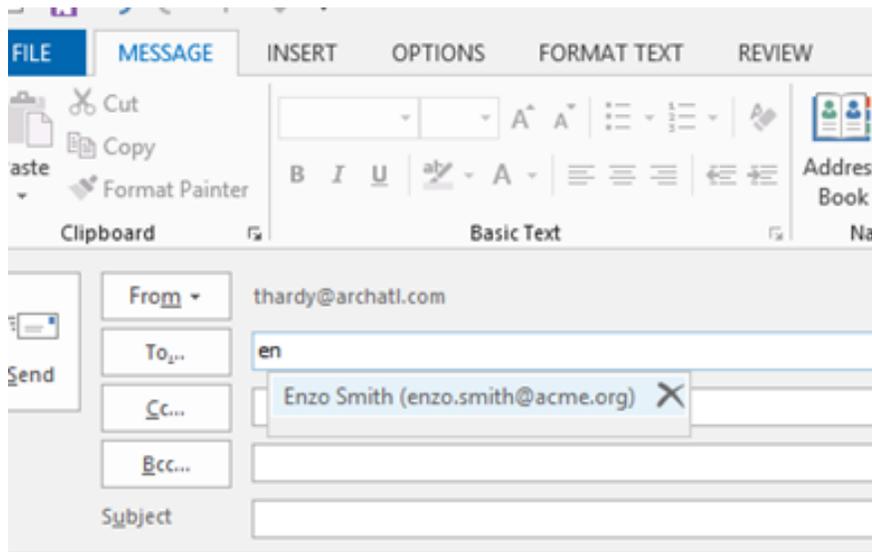
One example of needing to apply these directions is when a user outside of the chancery system (i.e. parish user) has been upgraded onto another mail platform – such as Office 365. Though his/her e-mail address may actually be the same, the underlying service provider information where the e-mail address is now hosted has changed and because this information is attached to the address within AutoComplete, a "bounce back" message occurs. Another use for these directions might be when the recipient has changed primary e-mail addresses and the Outlook user needs to train the program to remember the new address.

To alleviate this issue, there are two types of "fixes" you can perform to update the now "stale" address – ***Manual*** and ***Automated***:

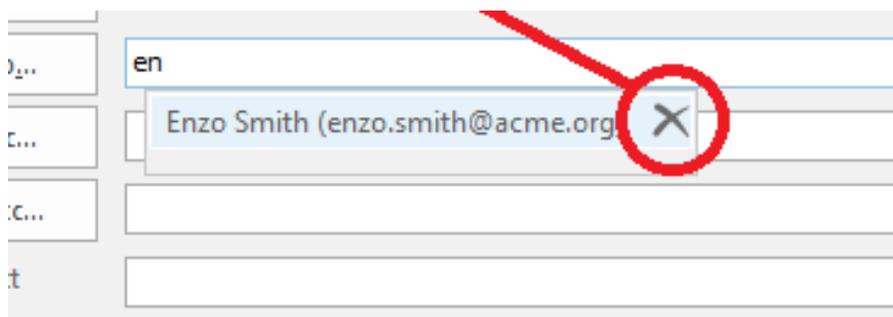
## **“MANUAL” FIX (Case by Case basis)**

**NOTE:** Please be aware that steps 1 through 6 of this ‘manual’ method may need to be repeated several times as there’s a known issue of Outlook being slow to release the cached address.

1. Open a new e-mail message window and begin typing in the address of the person at the parish you are having difficulties sending e-mail to (Example: Enzo Smith)
2. As you type the name/address, a blue pop-up window will appear showing the cached/saved address from your previous e-mailings .....



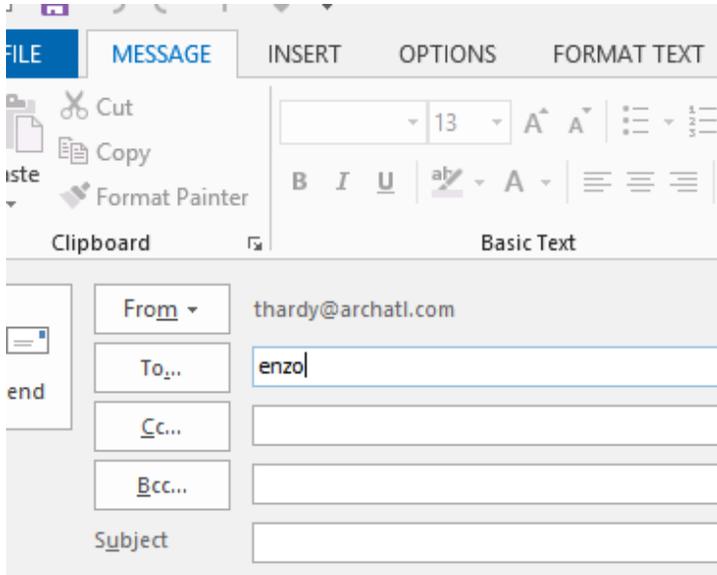
3. Click on the “X” next to the address .....



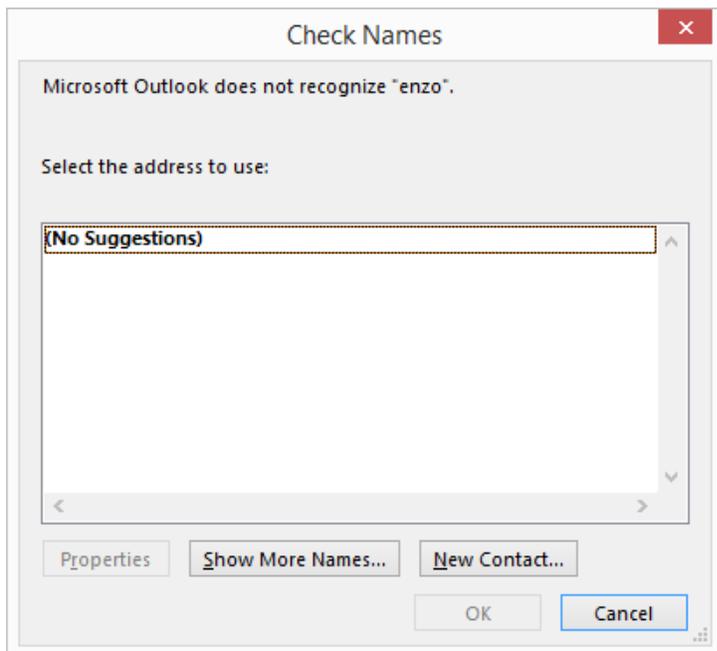
**Optional:** Repeat for any other addresses you would like to update.

4. Next, COMPLETELY close down Outlook to allow the changes to take effect.

- After restarting Outlook, continue back to a compose message window. Using a name/address you recently deleted, again begin typing in the address of the person and you should no longer see the blue pop-up - signifying it has been removed from your Outlook's cache ...

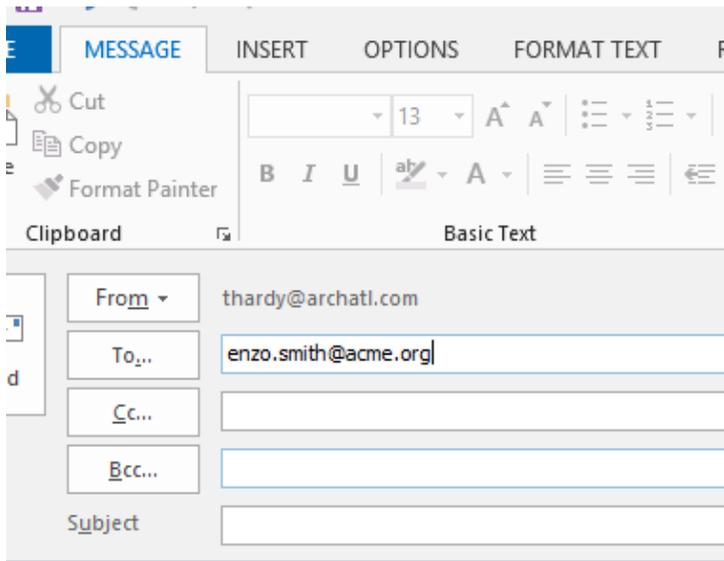


- To double-check this, hold down the **Ctrl** key and press the **K** key to perform the "Check Names" routine and the box should no longer show that person's address ....



**Note:** The "Check Names" window (as shown above) may or may not be empty as it may contain "similar" names to the person's you've just removed from cache. However, it should no longer show 'that' person's address.

7. Lastly, retype the recipient's entire e-mail address in full ....



... and Outlook should resave it into cache and prepare the message to send – shown by underlying the recipient's address:



## **“AUTOMATED” FIX (Use with Caution)**

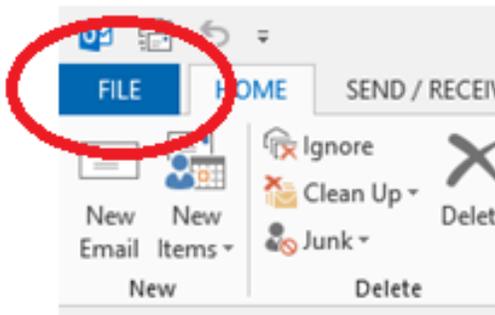
**Warning:** This method completely wipes ALL your cached addresses within AutoComplete and, though some users will find it much easier to use, it is **irreversible** and should be applied with extreme caution!

When performing this method, the following conditions should apply .....

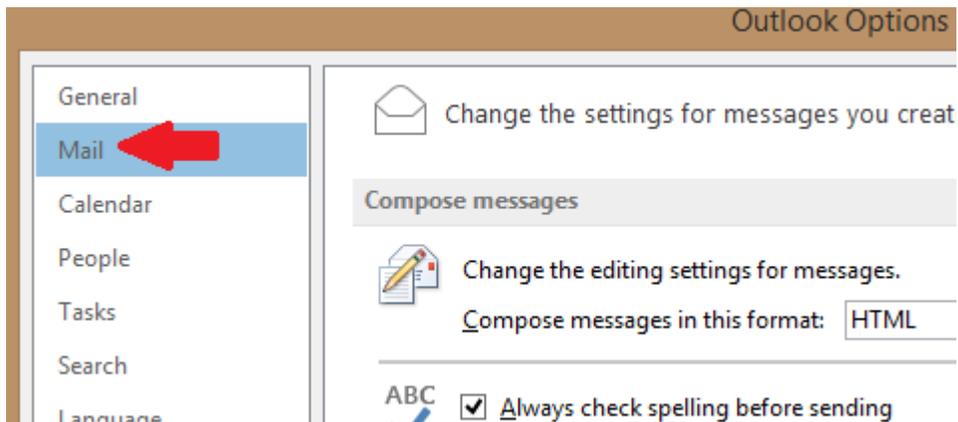
- You communicate via e-mail with a large amount of contacts (i.e. addresses) at the parish level and have found the “Manual Fix” method to be too tedious and cumbersome to continually perform.
- Your personal and/or frequently-used e-mail addresses such as a spouse or vendor (or others that are not part of the AoA Global Address List – “GAL”) are kept somewhere that you can refer back to them (i.e. within your Outlook’s Contacts/People module; on your phone; etc.)

If you’re comfortable with the above information, then you can continue to clear ALL the addresses from your AutoComplete’s memory by following these 4 steps ....

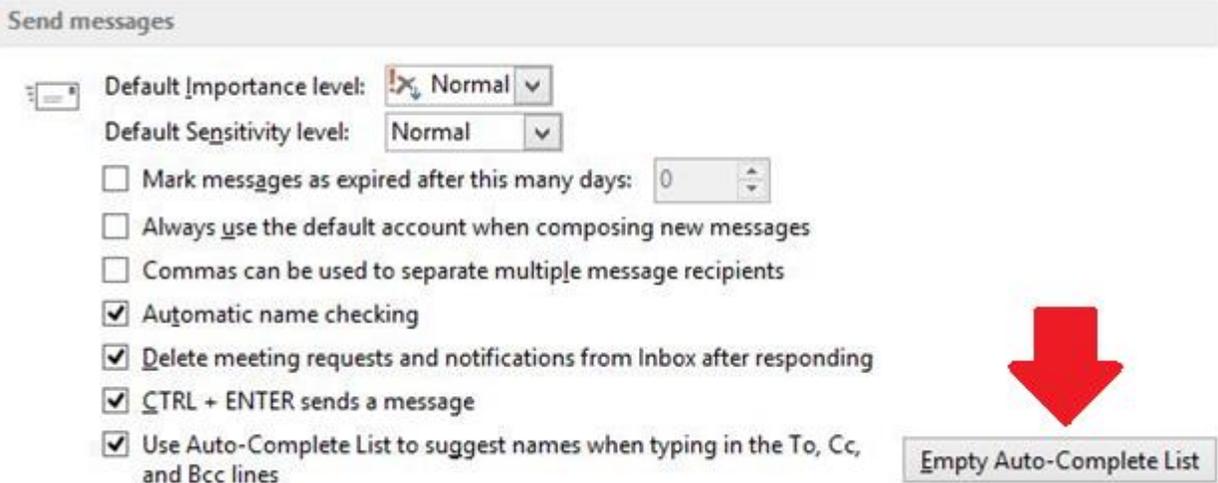
1. From Outlook, click on the **File** tab in the top left corner of your screen ...



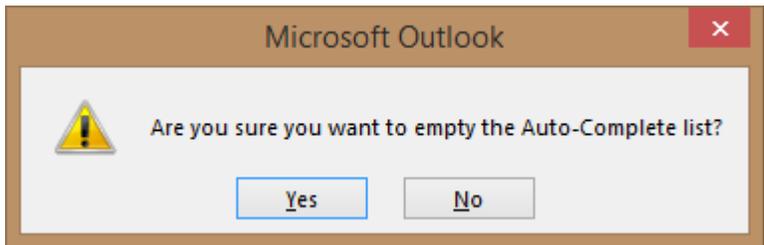
2. Select **Options** and click on the **Mail** tab ...



3. Scroll approximately halfway down until you come to the “**Send messages**” section. Find the **Empty Auto-Complete List** button and click on it ...



4. A confirmation window (similar to the one shown) below will appear, click **Yes** to finish the process ...



5. Finally, to then begin rebuilding your AutoComplete’s cache with up-to-date addresses, simply follow steps 4 through 6 as detailed in the “Manual” method on pages 4 and 5 of this document.

---

For additional support or questions, please contact the IT Helpdesk  
Email: [support@archatl.com](mailto:support@archatl.com)  
Phone: 404.920.7450

---