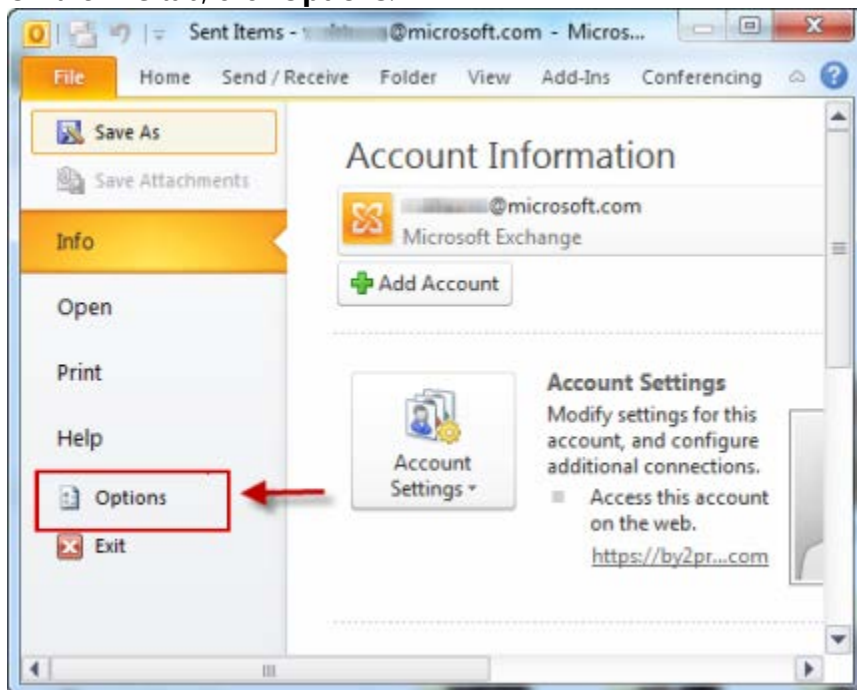# How To Remove Outlook Nickname Cache Entries

Microsoft Outlook maintains a nickname list that is used by both the automatic name checking feature and the automatic completion feature. The nickname list is generated automatically as you use Outlook. Outlook 2010 and later versions store the nickname cache in your primary message store. For example, if you are using a Microsoft Exchange Server account, your nickname cache is stored in a hidden message in your mailbox.

How to remove nickname cache entries, one at a time
(Windows Outlook 2010 and later versions / Mac 2011 and later versions)
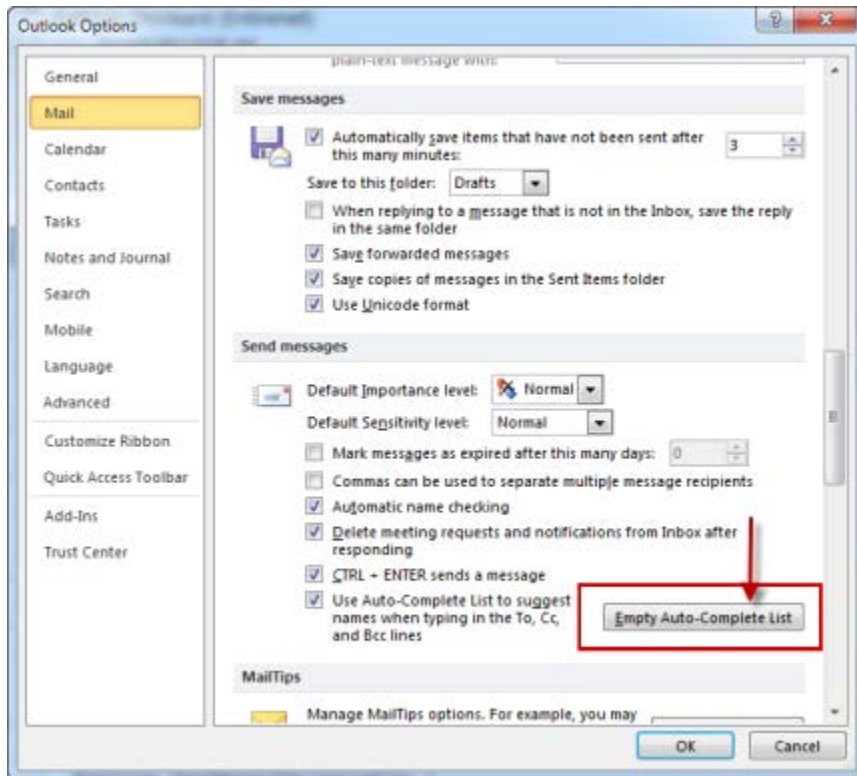
1. Open a new email message.

2. Type the first few characters of the nickname cache entry that you want to remove from the cache.

3. When the entry appears in the list of suggested names, move your mouse pointer over the name until it becomes highlighted, but do not click the name.

4. When the "X" icon appears next to the highlighted name, click **X** to remove the name from the list.

To reset the whole nickname cache for Outlook 2010 and later versions (Windows only):

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.
   Outlook will generate a new nickname cache.