Clearing the Microsoft Outlook Add-in Cache

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What Does it Mean to Clear Cache?

Running into error messages? Outlook Add-In running slow? It might be time to clear your cache.

Cache has become a more widely used term in the last few years, but what does it mean? Websites use cache to store their data on your computer so that the next time you visit them, the site will load faster. This can lead to a great experience until you run into some errors.

Outlook Add-Ins cache their data through Internet Explorer since they are both Microsoft products. So if you run into issues with the TempWorks Outlook Add-In, the first troubleshooting step will be to clear your cache.

How to Clear Your Outlook Add-In Cache

Outlook Add-In utilizes Internet Explorer to cache information.

Note These instructions are for how to clear cache on Internet Explorer version 9,10, or 11.

- 1. Navigate to Internet Explorer on your computer
- 2. Select Tools (Gear icon in the upper right) > Safety > Delete Browsing History

← → ≥ ≥ Blank Page	
Delete browsing history Ctrl+Shift+Del	Print File Zoom (100%) Safety
InPrivate Browsing Ctrl+ Shift+ P Tracking Protection ✓ ActiveX Filtering Webpage privacy policy	View downloads Ctrl+J Manage add-ons F12 developer tools Go to pinned sites
Check this website Turn off SmartScreen Filter Report unsafe website	Internet options About Internet Explorer
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- 3. Make sure to:
 - Uncheck 'Preserve Favorites Website Data'
 - Check Temporary Internet Files
 - Check Cookies

Delete Browsing History	
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
Copies of webpages, images, and media that are saved for faster	
Files stored on your computer by websites to save preferences such as login information.	
History List of websites you have visited.	
Download History List of files you have downloaded.	
Form data Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
InPrivate Filtering data Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.	
About deleting browsing history Delete Cancel	

- 4. Click Delete
- 5. A confirmation will appear at the bottom of your window once it has successfully cleared your cache and cookies.



You can now reload Outlook to see if the error has resolved. If you are still having issues, contact TempWorks Support.

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