

- From your desktop, go to your computer's Control Panel, select Internet Options, then select Delete browsing history and cookies. The Internet Properties window will appear.
- 2. Click the 'Delete' button. The Delete Browsing History window will appear.
- 3. Make sure Temporary Internet Files, Cookies, and History are checked. Then click 'Delete'.
- 4. Restart Outlook.

## Clearing the Cache in Microsoft Edge (PM v5.05+)

- 1. To clear the cache in the Edge browser, open Edge and click on the ... button in the top right.
- 2. Click on **Settings > Privacy**, **Search**, **and Services**. You will see a section titled, "Clear Browsing Data". Select "Choose what to clear".
- 3. We recommend marking all four options to be cleared and go back to at least the last time everything was working properly.