ITLOGIK
USER GUIDES

<div style="background:#2079b5;color:white;padding:6px">CHANGING THE OUTLOOK CACHE</div>

INTRODUCTION: This guide will show you how to change the Outlook cache. This can help reduce the size of your mailbox or see older emails in your Outlook.
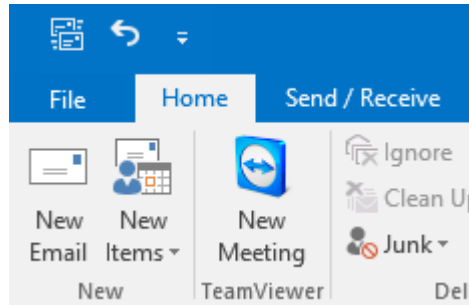
SYSTEM REQUIREMENTS: Outlook (any version)

WHAT YOU MAY NEED & OTHER CONSIDERATIONS:
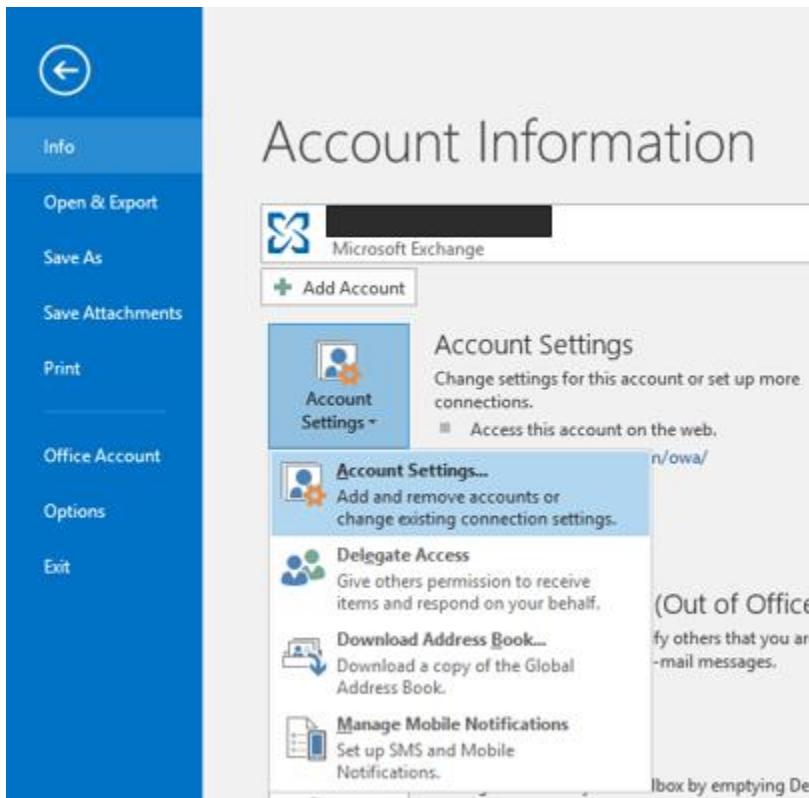
- Outlook (any version)

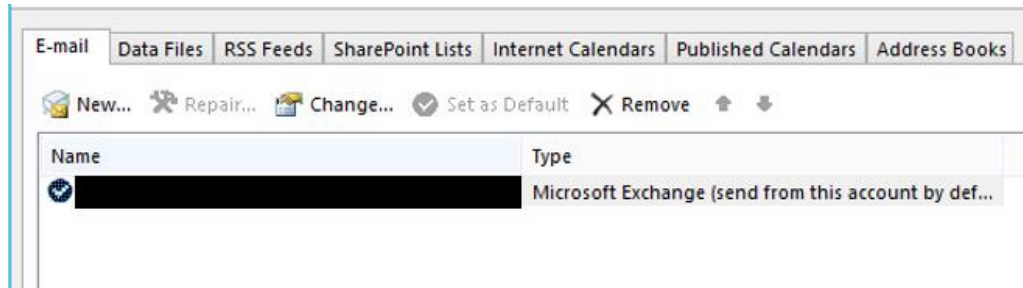## STEP ONE

Click on "File" at the top left of Outlook.

STEP TWO

From here, click on "Account Settings" and then "Account Settings" again.

STEP THREE

Now you need to double click on the email address of the mailbox you'd like to change the cache limit of.

STEP FOUR

From here, you get a little bar where you can slide left and right to change the cache limit. This will change how far back Outlook will download emails from. When you're happy, click "Next" and then "Finish". You'll get a pop-up saying you'll need to close and reopen Outlook. Please do so and allow 15 minutes for the mailbox to sync.

For support please call +44 (0) 20 3740 1060, or email support@it-logik.com
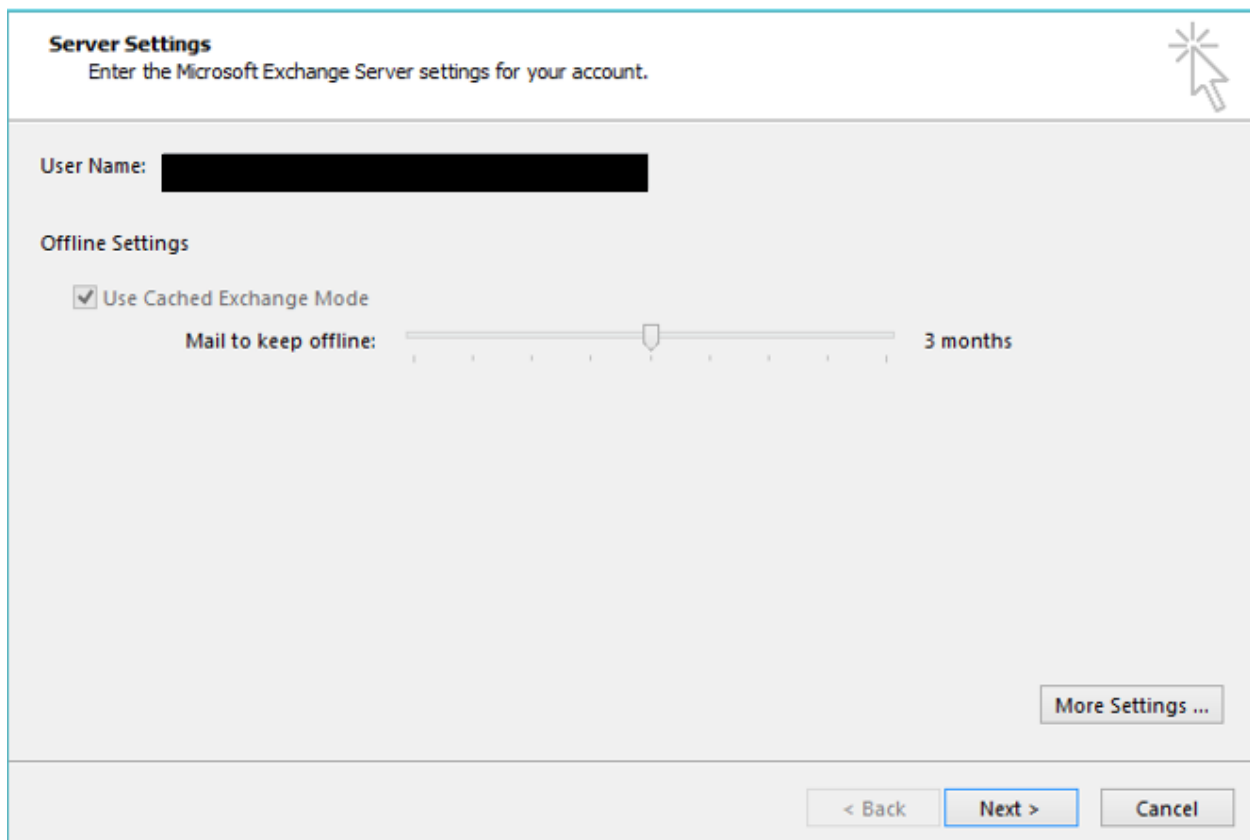
IMPORTANT NOTE

Changing your cache limit to a further date will take up space depending on the size of your mailbox. If you're using vDeskOnline, this can cause performance issues such as inability to save work or open programs. It will also need to sync. Depending on how far back you decide to go, the sync time will vary. You can monitor it at the bottom of Outlook like below:
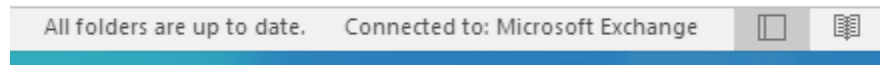
Also, turning the cache off will give you a live feed from the server. This means that you will have all of your emails but, if you lose internet connection, you cannot access any of your emails offline. If you only need to see these emails for a short period of time, we'd recommend using web mail to access old emails. To do this, just go to owa.it-logik.com and sign in with your email address details.

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