# Removing a cached email address from an email

The following instructions can be applied to fix bounce back emails that are a result of previously cached email addresses. A sample of a cached email address is the following email address:

IMCEAEX-_O=MCMASTER+20UNIVERSITY_OU=xxxx_cn=xxx_cn=xxx@CANPRD01.PROD.OUTLOOK.COM

- Start a **New Mail**
- Start typing the email address in the address bar, once the email address appears, click the X to delete the address from the cache
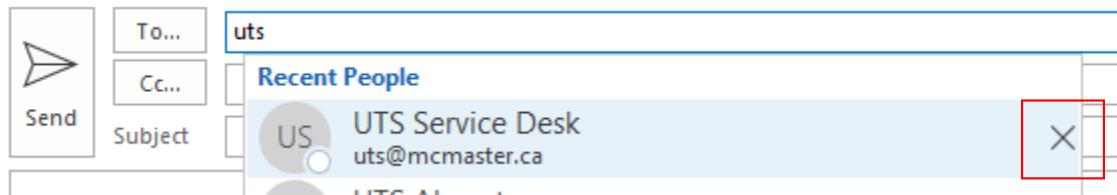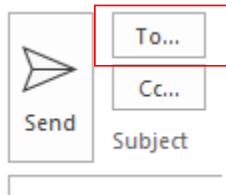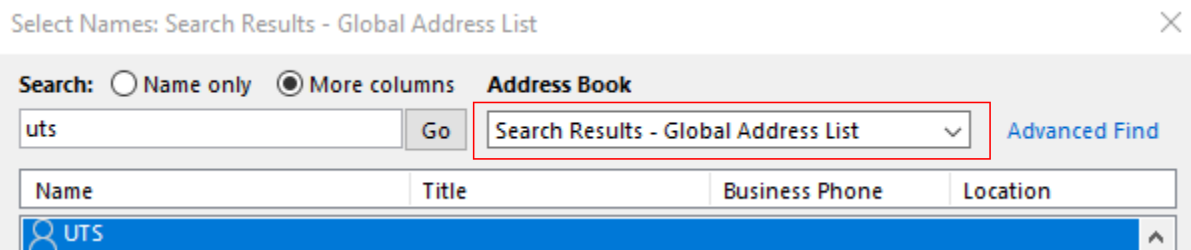

Option 1:

- Type the address in the bar

Option2:

- Click on **To…** to bring up the Global Address Book

- Search by Mac ID by selecting More columns
    - Note: Ensure the Address Book is referencing the "Global Address List"
    - Note: if searching via "Name only" try searching both the last name and first name

- Select the appropriate address and Click **OK** to progress with the email

If the email still bounces back, create a ticket and include the bounced email.