

How do I clear the cache with the new Outlook / Outlook 365?

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Applies To: PoliteMail Desktop PoliteMail Online PoliteMail O365

Version: 4.94 4.97 5.0+

Because PoliteMail uses WebView2 for faster performance, clearing the cache in the new Outlook or Outlook for M365 is not as straightforward.

1. From the new Outlook or Outlook for M365, compose a new, blank message first, and then click on the PoliteMail button for the PoliteMail panel to appear on the right side of your screen.
2. Right-click anywhere in the blank space at the top of the PoliteMail panel and click on 'Inspect' in the pop-up menu that appears.
3. A DevTools window will display. Click on the 'Application' button in the toolbar. A directory will display.
4. Scroll to **Storage > Local Storage**. Right-click on the first link under Local Storage and select 'Clear'.
5. Scroll to **Cookies**. Right-click on the first link under Cookies and select 'Clear'.

The cache should now be cleared!