

CLEARING THE APP CACHE

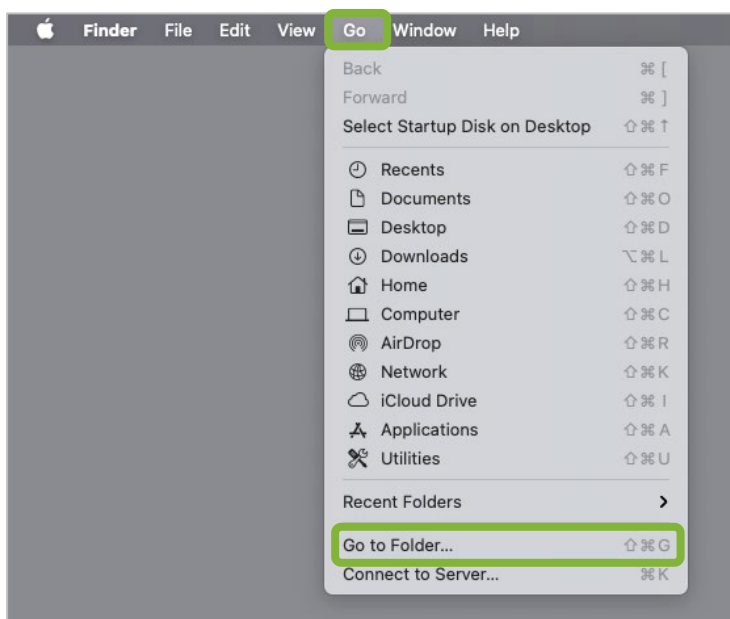
Microsoft Teams on macOS

If you experience problems with your Microsoft Teams client, it may help to clear the app cache.

1. Right-click (and hold for a few seconds) on the **MS Teams icon** in the dock. Select **Quit** from the context menu to close MS Teams entirely.

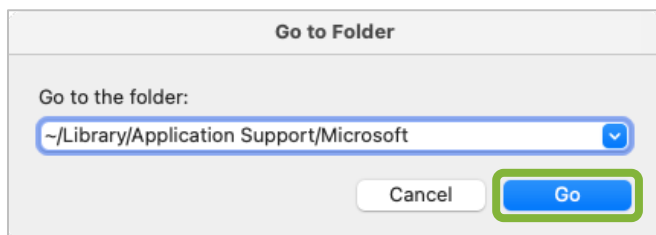


2. In the **Finder**, open **Go > Go to Folder...**

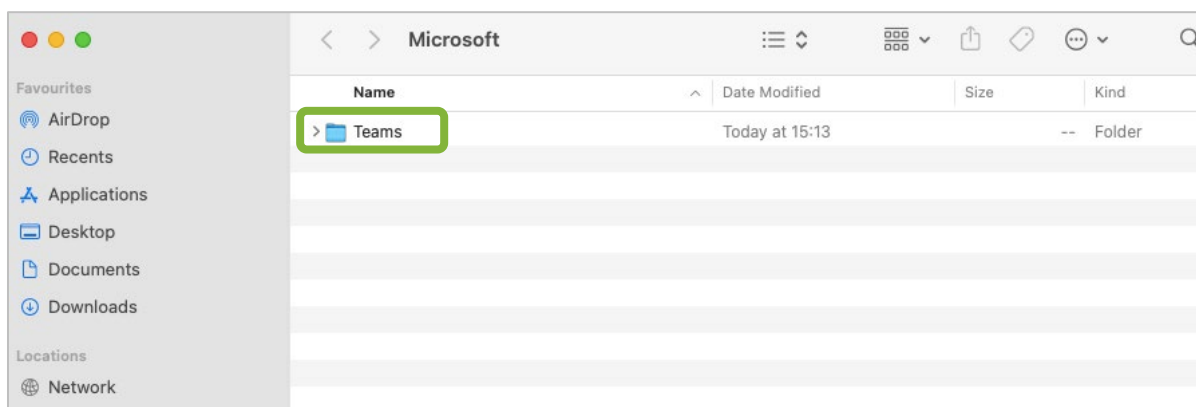


3. Copy and paste the following path into the entry field. Then click **Go**.

~/Library/Application Support/Microsoft



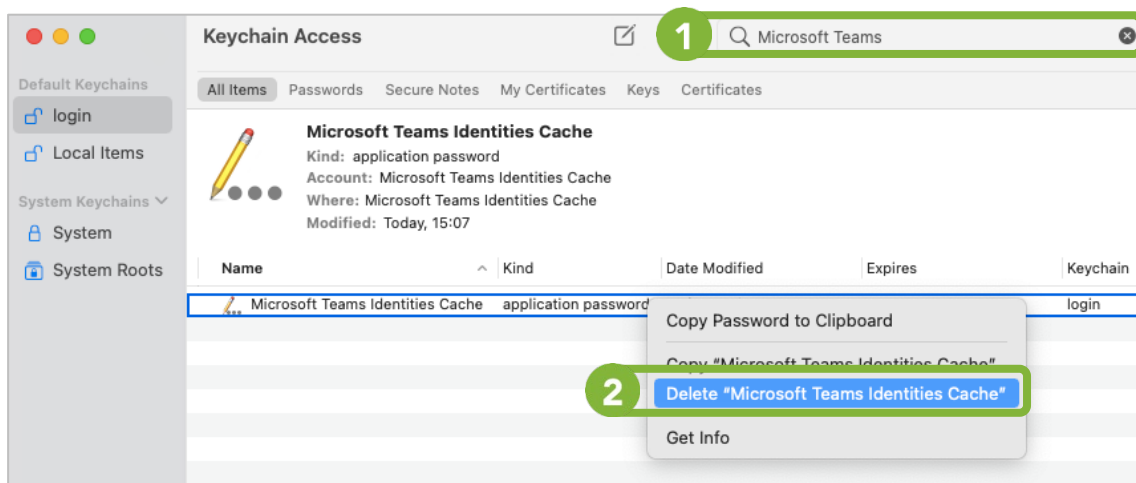
4. Delete the folder **Teams** by dragging it to the Trash.



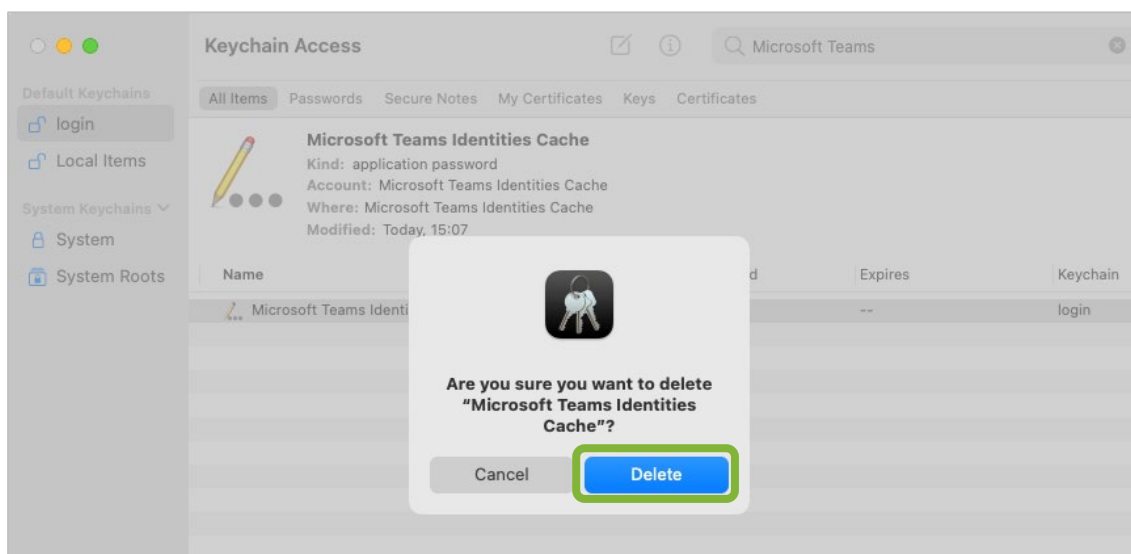
5. Open *spotlight* search by clicking the magnifying glass in *Finder*. Search for **Keychain Access**.



6. In the *Keychain Access* window search for **Microsoft Teams**. Right-click on the *Microsoft Teams Identity Cache* entry and select **Delete "Microsoft Teams Identities Cache"** from the context menu.



7. Click **Delete** to confirm that you want to erase the *Microsoft Teams Identity Cache* entry.



8. Please restart the Microsoft Teams application.
You should now be asked to log back in.

**PLEASE
NOTE**

- After logging back in, your data is downloaded again from the cloud.
- Depending on your Internet connection, it may take a moment or two until your Teams client will be fully functional again.

Feedback and Support

The **IT Support Center** at the Vienna University of Economics and Business is the first point of contact for WU faculty, staff, and students in all IT-related matters. We are available to provide additional help and are also interested in your feedback on these instructions.

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