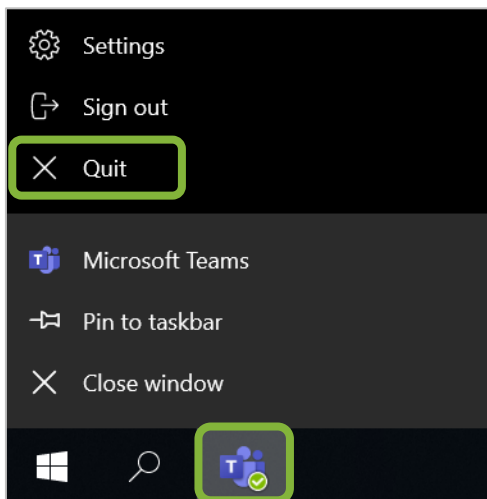


CLEARING THE APP CACHE

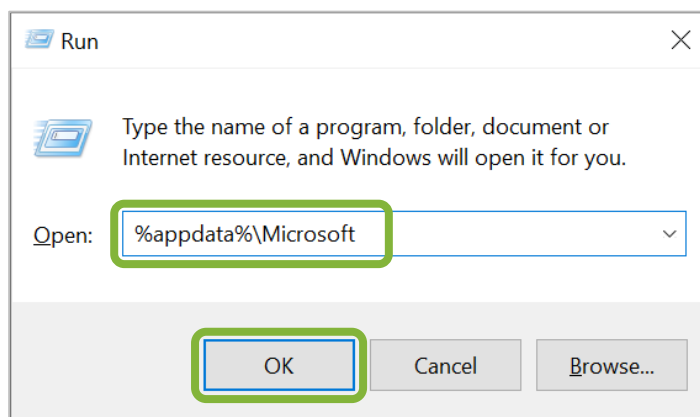
Microsoft Teams

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

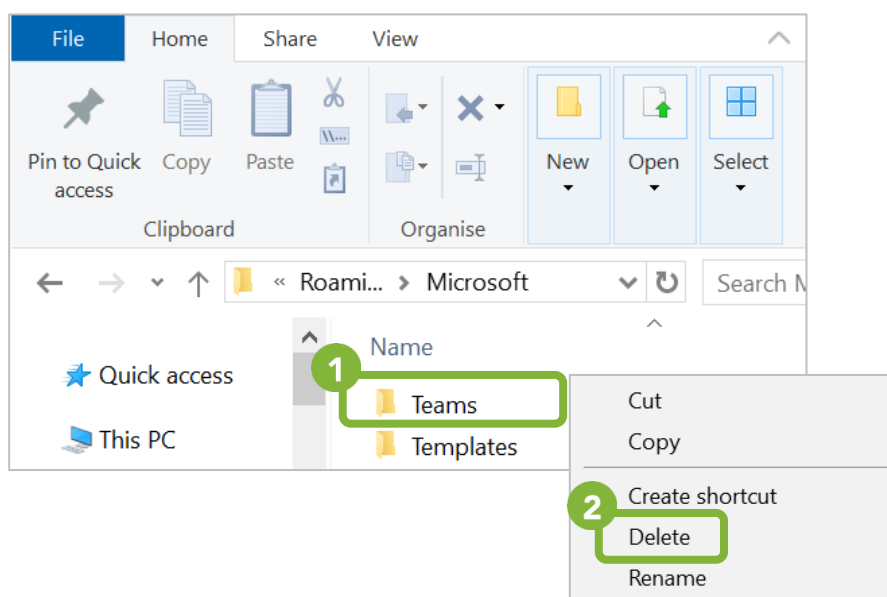
1. Close both applications Microsoft Outlook *and* Microsoft Teams.
 - To close Outlook, select the *File* menu and click **Exit**.
 - To close Teams, right-click the Teams icon in the taskbar and select **Quit**.



2. Press the **Windows** key  and **R** simultaneously to open the **Windows Run** command window. Enter or paste the command %appdata%\Microsoft and click **OK**.



3. Find the *Teams* folder and right-click on it. Then select **Delete**.



4. Then restart the Microsoft Teams application via the Windows start menu. 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.

Hotline +43 1 313 36 – 3000

Email hotline@wu.ac.at

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