WU WIRTSCHAFTS
UNIVERSITÄT
WIEN VIENNA
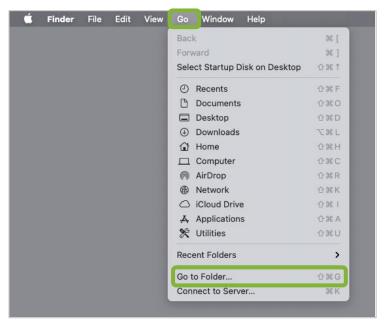UNIVERSITY OF
ECONOMICS
AND BUSINESS

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.
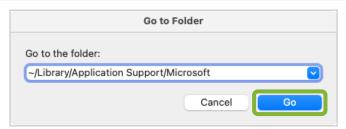   Select *Quit* from the context menu to close MS Teams entirely.
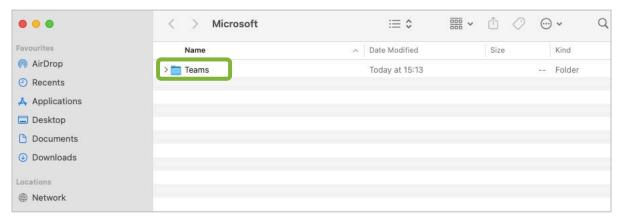

2. In the **Finder**, open *Go > Go to Folder...*

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

```
~/Library/Application Support/Microsoft
```
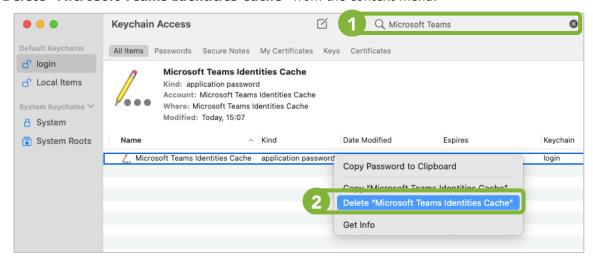

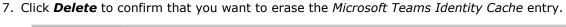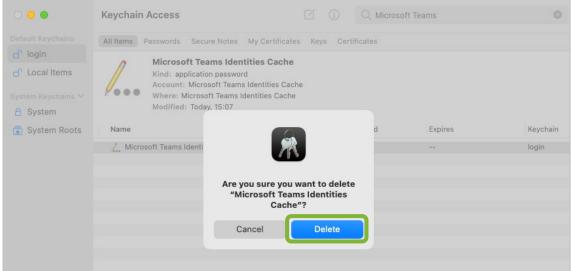4. Delete the folder **Teams** by dragging it to the Trash.

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

"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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