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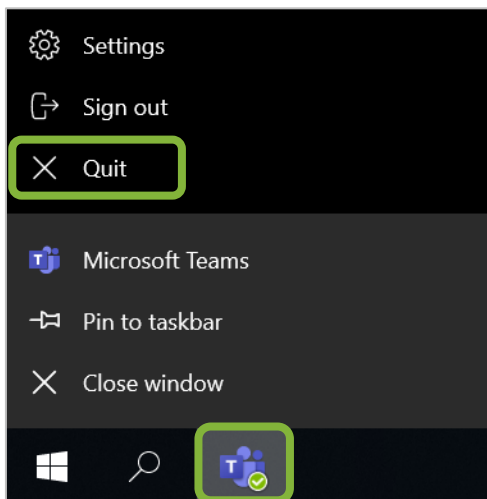
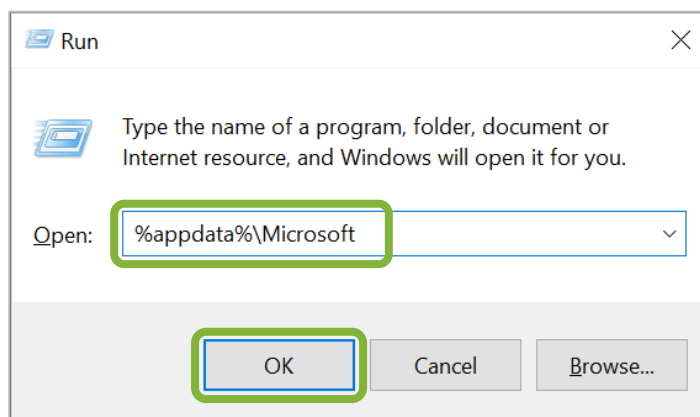# CLEARING THE APP CACHE

Microsoft Teams

If you have problems with your Microsoft Teams client, it may help to clear the cache.
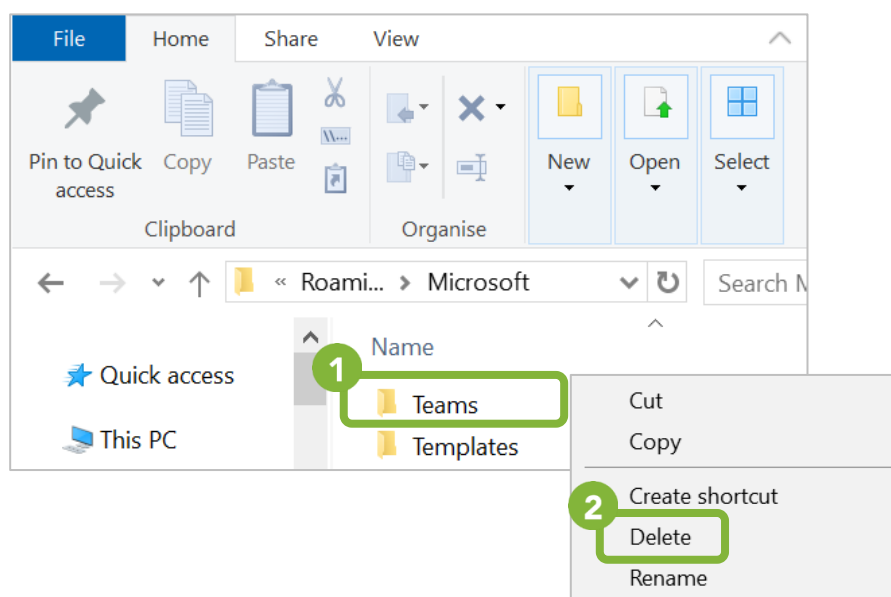
1. Close both applications Microsoft Outlook *and* Microsoft Teams.
   - To close Outlook, select the *File* menu and click **Exit**.
   - To close Teams, right-click the Teams icon in the taskbar and select **Quit**.

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.

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