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.

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### 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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