

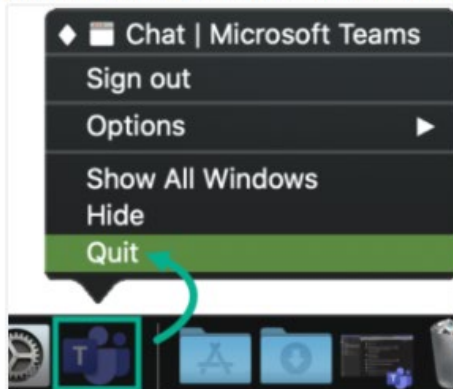
Microsoft Teams – Clearing the Teams Client Cache

If you're experiencing issues with your Microsoft Teams client, clearing the cache may help.

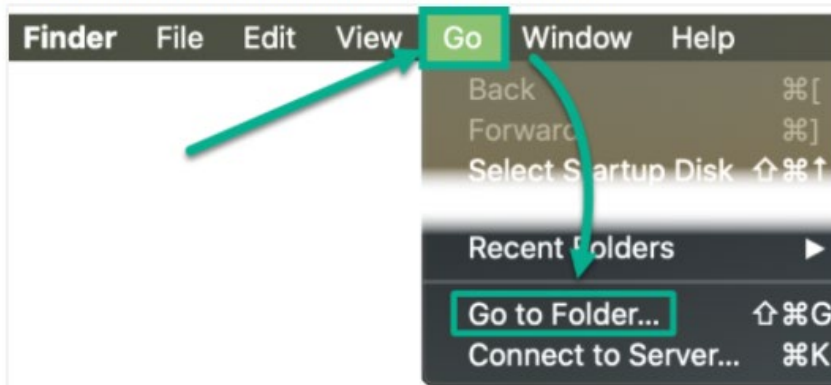
macOS: Clear Teams Cache

1. Fully close Microsoft Teams.

a. Right click the Microsoft Teams icon in your dock, then click **Quit**.



2. Open **Finder**, then click **Go** and select **Go to Folder...**

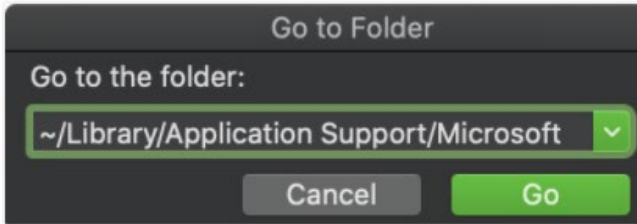


3. Copy and paste the following into the Go to Folder box, then click **Go**:

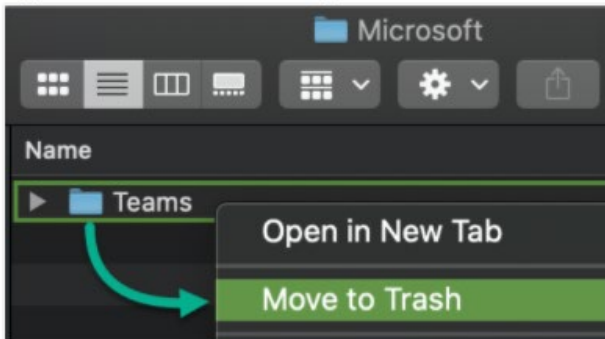
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~/Library/Application Support/Microsoft
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Copy

~/Library/Application Support/Microsoft

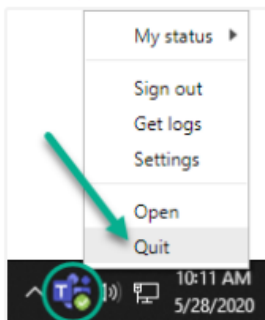


1. Right click the **Teams** folder, then click **Move to Trash**.



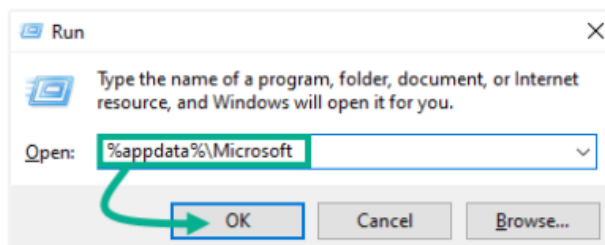
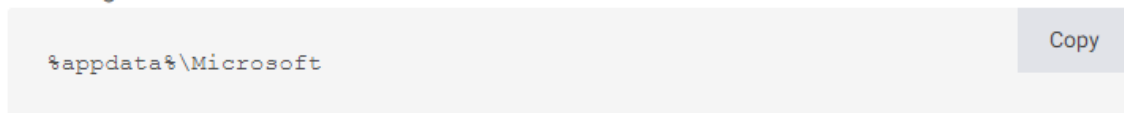
Windows: Clear Teams Cache

1. Fully close Microsoft Teams and Outlook.
 - a. Right click the Teams icon in your icon tray in the bottom right corner of your screen, then click **Quit**.



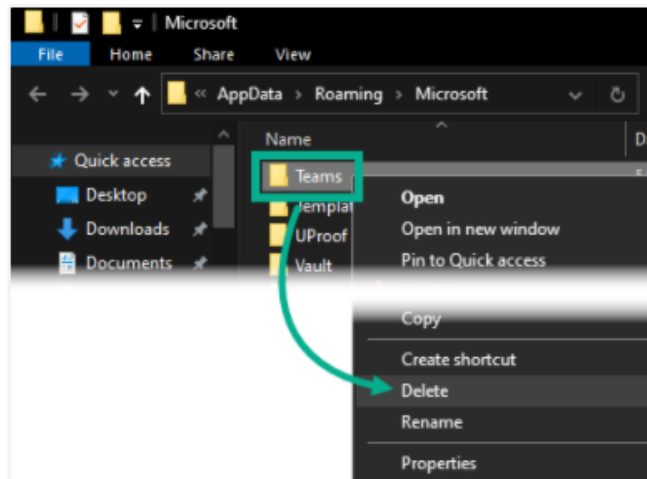
In Outlook, select the File menu and choose Exit.

2. While holding the **Windows** (⊞) key, press **R** to open **Windows Run**, then copy and paste the following into the box and click **OK**:



%appdata%\Microsoft

3. Find the **Teams** folder, then right click it and select **Delete**.



4. Relaunch Microsoft Teams. You should now be prompted to sign back into Teams.