Teams App – Clear the Cache

Windows 10

1. Quit Microsoft Teams.

Fully exit the Microsoft Teams desktop client. To do this, either right click the Teams icon (from the bottom right icon tray) and select 'Quit', or run Task Manager (Ctrl+Alt+Del) and end the Teams process.

2. Go to File Explorer, and at the top address bar, type in **%appdata%\Microsoft\teams**.

3. Once in the directory, <u>delete all</u> **contents** of the following folders (**do not delete the folder itself**):
- Blob_storage
- Cache
- databases
- GPUCache
- IndexedDB
- Local Storage
- tmp

4. Restart the computer.

macOS

1. Quit Microsoft Teams.

(Note: to access the Library Folder, open the Finder and then, while viewing the Go pull-down menu, hold down the Option key to see the Library. Open the Library folder and select the column view so that you can see the Library folder itself (and not just its contents).)

2. Access the Library Folder & Delete files in following folders:

"~/Library/Application Support/Microsoft/Teams/Application Cache/Cache"

"~/Library/Application Support/Microsoft/Teams/blob_storage"

"~/Library/Application Support/Microsoft/Teams/Cache"

"~/Library/Application Support/Microsoft/Teams/databases"

"~/Library/Application Support/Microsoft/Teams/GPUCache"

"~/Library/Application Support/Microsoft/Teams/IndexedDB"

"~/Library/Application Support/Microsoft/Teams/Local Storage"

"~/Library/Application Support/Microsoft/Teams/tmp"

3. Restart Microsoft Teams.