

Teams

- [Troubleshooting Teams for Mac OS](#)
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Troubleshooting Teams for Mac OS

1. Ensure you have the [latest Mac OS](#) device
 1. Open System Settings from the Apple menu (top left corner of screen)
 2. Select General
 3. Click Software Update
2. [Uninstall Teams](#). Quit Teams by right clicking the Teams app in the dock, then holding down Option and clicking Force Quit. Open the Application Folder, select Microsoft Teams, and move it to the Trash
3. Clear the [Teams Cache](#)
4. Try rebooting your device and [reinstall Teams](#) from the Microsoft website

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Troubleshooting Teams for Windows

1. Ensure you have the latest [Windows update](#)
 1. Go to Settings
 2. Windows Update
 3. Check for Updates
2. [Uninstall Teams](#). Quit Teams by right clicking the Teams app in the dock, then holding down Option and clicking Force Quit. Open the Application Folder, select Microsoft Teams, and move it to the Trash
3. Clear the [Teams Cache](#).
 1. Quit Teams
 2. Open the Run dialog box by pressing the Windows logo key+R
 3. In the Run dialog box, enter the following path, and then select OK:
%appdata%\Microsoft\Teams
 4. Delete all files and folders in the directory
 5. Restart Teams
4. Try rebooting your device and [reinstall Teams](#) from the Microsoft website

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