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.

Revision #3
Created 2026-03-19 14:08:59 UTC by Blake Hall
Updated 2026-03-19 14:12:37 UTC by Blake Hall