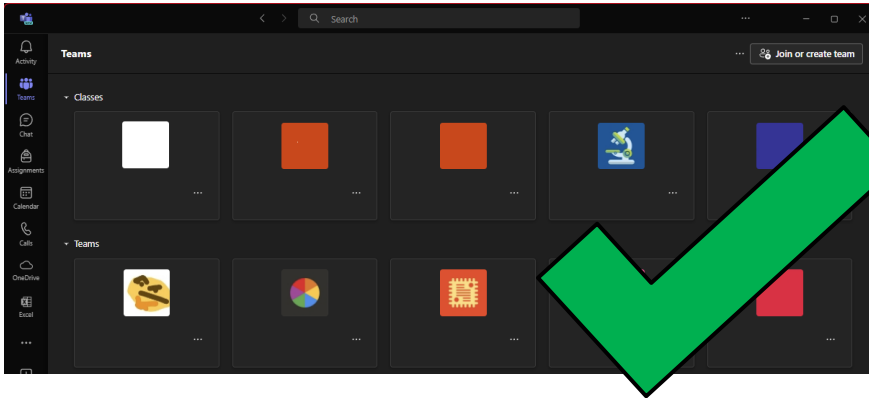


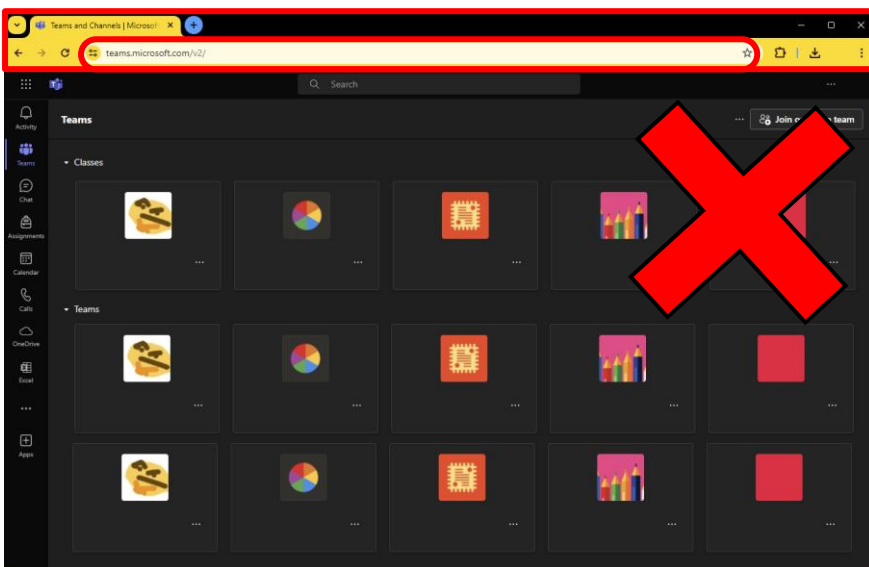
Troubleshooting common issues with Microsoft Teams

Use the desktop Microsoft app Teams where possible



Example of the
Desktop app

Good to go!

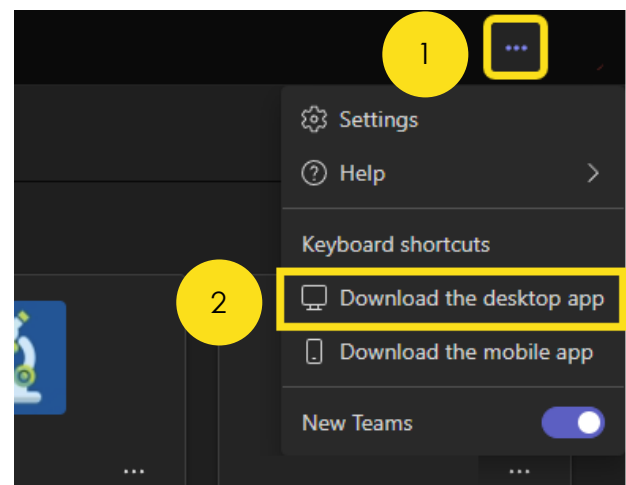


Example of the
Web app

Consider switching to the
desktop version

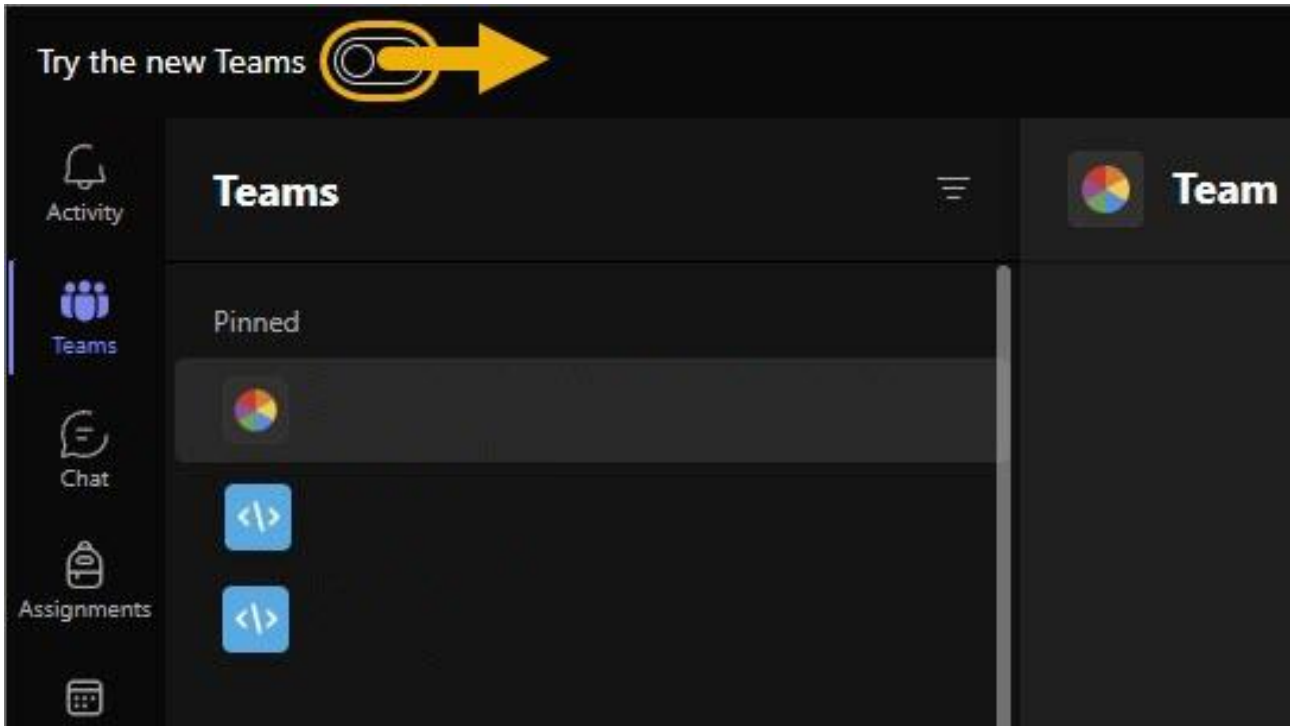
To switch to the desktop version

1. Click on the [...] button (top-right corner)
2. Select **Download the desktop app**.



Use the new version of Microsoft Teams

Enable this in the top-left corner of Microsoft Teams



If this option doesn't appear, you're using the new Teams.

Restart your computer regularly

Learning Technology has instructions to restart your computer [here](#)

CONTINUED OVERLEAF

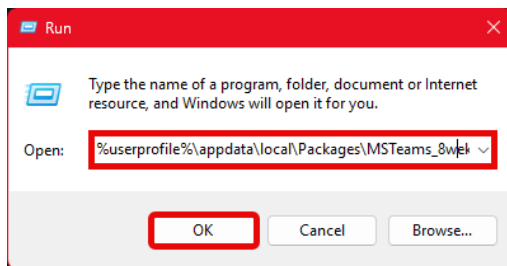
Clear the Microsoft Teams cache

Ensure Microsoft Teams is closed before trying these steps

If you're using Windows

1. Press the Windows key + [R] key
2. Copy the following address into the **Open** field and then click **OK**

```
%userprofile%\appdata\local\Packages\MSTeams_8wekyb3d8bbwe\LocalCache\Microsoft\MSTeams
```



3. Delete the contents of this folder
4. **THEN** Restart Teams

If you're using macOS

1. In Finder, open Applications > Utilities folder and then double-click Terminal

Terminal may also be available in the launchpad or via Spotlight (⌘ [SPACE])

2. Enter the following command and then press the [ENTER] key:

```
rm -rf ~/Library/Group  
Containers/UBF8T346G9.com.microsoft.teams
```

3. **THEN** Enter the following command and then press the [ENTER] key:

```
rm -rf ~/Library/Containers/com.microsoft.teams2
```

Further troubleshooting

Users still having issues with Microsoft Teams after attempting the steps in this help sheet should continue to report these to Learning Technology.

E-mail: learning.technology799@schools.sa.edu.au

Phone: (08) 8309 3500 option 3, Monday to Friday 08:00 – 16:00