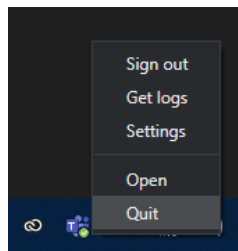


## Overview

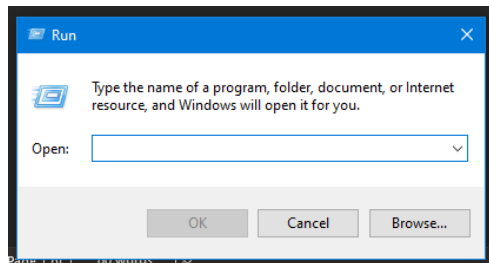
This document explains how to empty your Microsoft Teams cache folder in order to access new features in the Teams desktop client.

## Instructions

- 1) If Teams is running, you must fully quit the application. In the bottom right corner of your screen, right click the Teams icon in the system tray and then click Quit:



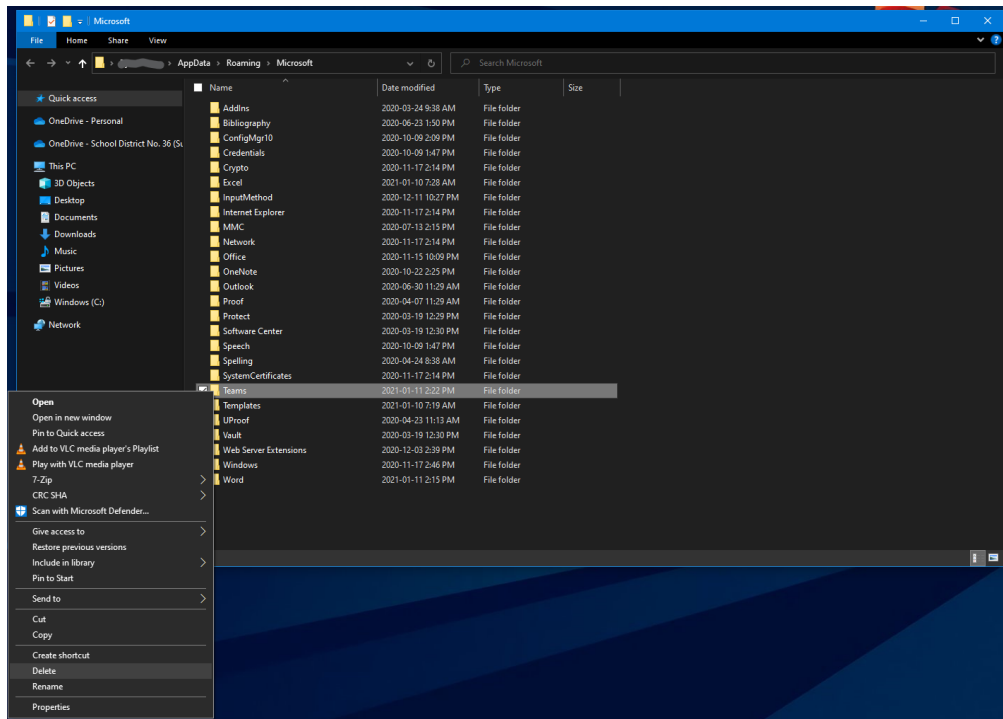
- 2) On your keyboard, press the Windows key and R at the same time: Win+R.
- 3) The Run dialog will open in the bottom left corner of the screen:



- 4) Ensure that the text box in the Run dialog is empty, then type the following into it:

`%appdata%\Microsoft`

- 5) Press Enter. A window will open with a list of files. Right click on the folder called Teams and select Delete: *(Next page)*



- 6) Once this folder has been deleted, reopen your Teams application.
- 7) You have completed the process!