

GSD. MS Teams - Profile Picture is not showing in another user in Microsoft Teams

Article ID: KB0039250

Created: 2024-12-19 13:59:31

Updated: 2025-01-23 16:56:22

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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General Information:

Possible symptoms/errors:

User wants to know what to do if the update on Profile Picture is not showing in another user in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Details:

This issue sometimes happens when you changed your profile picture in Microsoft Teams and the other user still sees the old and not the updated one. Changes may not be reflected to other user as the removed profile picture is saved on their application's cache.

The picture will be updated until the user clears the Teams' cache files or update the contact's information.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A