If your contact name has appeared like either of the pictures below, here are the steps to correct the error:

1. Click on Finder

2. Move the cursor to the top of the screen to find the Go button
3. Click Go, and choose Go To Folder
4. Enter this string: `~/Library/Application Support/zoom.us/`

![Go to Folder](Image)

5. Find the **data folder**, right click it and delete it. A new database folder will be created upon a fresh login.

![Delete data folder](Image)

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Tags

Service Center