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

1. Click on Finder

![Participants (1)](image-url)

- Meeting ID | Host | Email
- Participant | Device
- [Mac]
- [PSTN]
- [Mac]
- [PSTN]
- [Windows]
- [PSTN]
- [Mac]
- [Mac]
- [Windows]
- [Windows]
- [Mac]
- [Mac]
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/` 

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