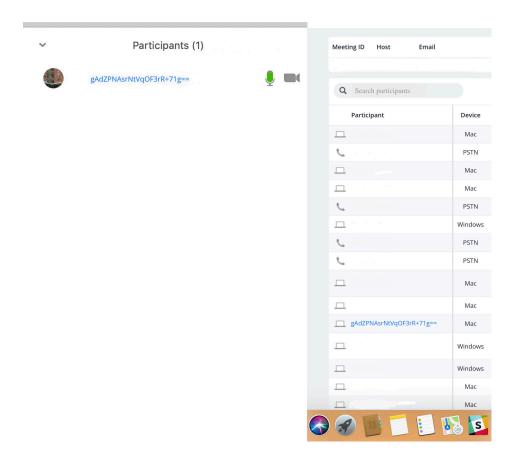


Knowledgebase > Phones & Conferencing > Zoom Web Conferencing > Zoom Displaying Participant Name Incorrectly Solution

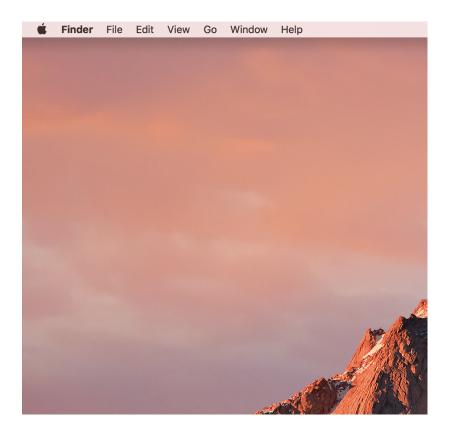
Zoom Displaying Participant Name Incorrectly Solution

carlos taveras - 2018-12-19 - Comments (0) - Zoom Web Conferencing

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



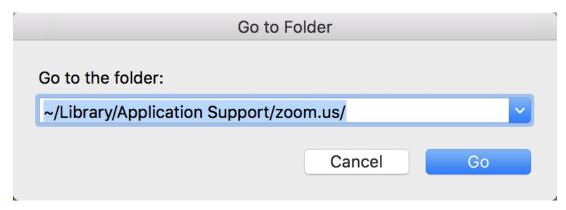
- 1. Click on Finder
- 2. Move the cursor to the top of the screen to find the **Go** button



3. Click Go, and choose Go To Folder

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	Computer	企業C
(6)	AirDrop	ΰ₩R
	Network	ΰ₩K
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<i>-</i> A	Applications	ΰ₩Α
×	Utilities	企業U
Re	ecent Folders	>
Go	to Folder	ΰ₩G
Connect to Server		ЖK

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.

