

AADSTS50020 Troubleshooting

macOS

Windows

macOS

If you receive the AADSTS50020 error after installing the apps:

- Use the [Microsoft 365 License Removal](#) tool on your mac
- Open a Microsoft app and activate your apps

Windows

If you receive the AADSTS50020 error after installing the apps:

- [Uninstall](#) any previous Microsoft 365 apps
- Complete all computer updates
- Remove all school accounts from the Windows Settings > Accounts > Access work or school menu
- [Reinstall](#) the desktop apps