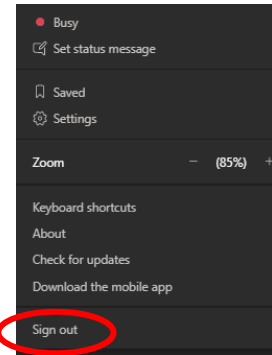


Microsoft Teams – Troubleshooting for Students



If something is not working right in your Teams app, please follow the steps below before calling the school.

1. Sign out of Teams and signing back on.

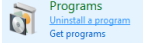
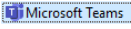

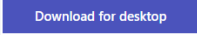

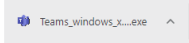
- Click your profile picture at the top right, then scroll down to “Sign out”.
- Once you are signed out, Teams will close then re-open with a login screen.
- Sign back in again.



2. Check to see if you have the same issue using Teams online instead of the Teams app.

- Go to office.com and choose  if needed.
- Click the Teams icon  (bottom left of window).
- Check for the issue in Teams online.

3. Uninstall and reinstall the Teams app.

- Type “control panel” in the search bar of your screen (bottom left).
- Choose “Uninstall a program”. 
- Choose “Microsoft Teams”  from the list and then click “Uninstall at the top”. You should see Microsoft Teams disappear from the list.
- Go to Google Chrome and type in “teams app download” and choose  this one.
www.microsoft.com > microsoft-teams > download-app ▾
Download Microsoft Teams now and get connected across devices on Windows, Mac, iOS, and Android. Collaborate better with the Microsoft Teams app.
- Click  and then  and then  (bottom left corner).

If neither of the above options fix your Teams issue, please call the main office at 973-5450 to be connected for a virtual help session.