

Many Teams issues can be easily resolved using the steps below. We recommend trying each, in the order listed. If the issue still persists, please send an email to <u>Helpdesk@pusd11.net</u> with detailed information about the issue along with the steps you've tried.

Troubleshooting Steps

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Sign Out & Close

Sign Out

1. Click your **image** or **initials** in the upper right corner of the Teams Desktop App.



- 2. Then click Sign out.
- 3. The system will sign you out it could take several minutes to reload Teams.

Close

- 1. Click the 'X' in the upper right corner of the screen.
- 2. Click to open the **Teams Desktop App**.
- Enter your district email and then click Sign in. NOTE: Enter your current password, if prompted.

Teams Troubleshooting: When in Doubt, Close it Out



Loading Microsoft Teams . . .

Restart Laptop/Computer

- 1. Click the **Windows button** in the lower-left corner of the screen.
- 2. Then click the **image or initials**.
- 3. Click Sign out.
- 4. Once signed out of the computer, press and hold the power button to shut down.
- 5. Then power the computer on and sign in again.

Uninstall/Reinstall Teams

Uninstall Teams

- 1. Click the **magnifying glass** in the lower-left corner of the screen.
- 2. Type Software Center in the search box.
- 3. Click **Software Center** to open the app.



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4. Once Software Center opens, search for and select **Teams**.

- 5. Click Install to validate the program.
- 6. Click Installation Status.
- 7. Click Uninstall.



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Reinstall Teams

- 1. Click the **magnifying glass** in the lower-left corner of the screen.
- 2. Type Software Center in the search box.
- 3. Click **Software Center** to open the app.
- 4. Search for and select Teams.







5. Click Install.

Delete Teams Cache

- 1. Close the Teams desktop app by quitting Teams from the Taskbar.
 - a. Click the **up-arrow** on the Taskbar.
 - b. *Right-click* the **Teams** icon and then click **Quit**.
- 2. Open **File Explorer** from the left side of the Taskbar.
- 3. Paste the following in the address bar: %appdata%\Microsoft\Teams
- 4. Press Enter on your keyboard.



in	g → Microsoft → Teams	
	Name	Date modified Type
	blob_storage	10/9/2020.8-55 AM File folde
	Cache	Pin to Quick access
	Code Cache	Add to VLC media player's Playlist
	CS_skylib	Play with VLC media player
	databases	Scan with Windows Defender
	dictionaries	🗧 Snagit
	GPUCache	Compline files in Acrobat
	IndexedDB	Combine files in Acrobat
	Local Storage	Send to
	logs	Cut
	nedia-stack	Сору
	- plugins	Create sportcut
	Service Worker	Delete
	SkypeRT	Rename
		Properties
	Cookies	10/9/2020 12:21 PM File
	Cookies-journal	10/9/2020 12:21 PM File

- 5. **Delete** everything from this folder. NOTE: If something will not delete, ignore it.
- 6. Close File Explorer and then restart Teams.