



# When in Doubt, Close It Out

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 [Helpdesk@pusd11.net](mailto:Helpdesk@pusd11.net) with detailed information about the issue along with the steps you've tried.

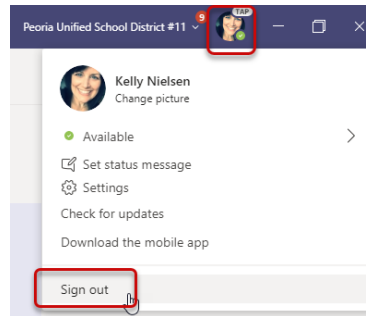
## Troubleshooting Steps

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## Sign Out & Close

### Sign Out

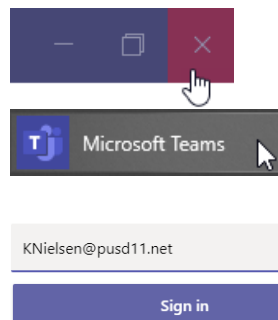
1. Click your **image** or **initials** in the upper right corner of the Teams Desktop App.
2. Then click **Sign out**.
3. The system will sign you out – it could take several minutes to reload Teams.



Loading Microsoft Teams . . .

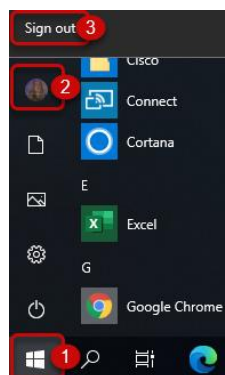
### Close

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



## Restart Laptop/Computer

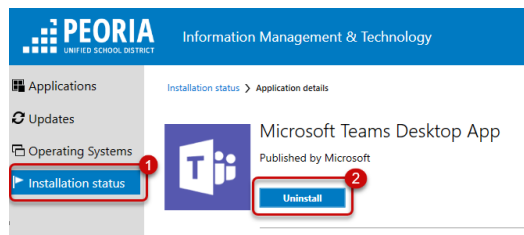
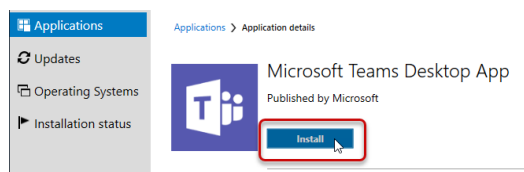
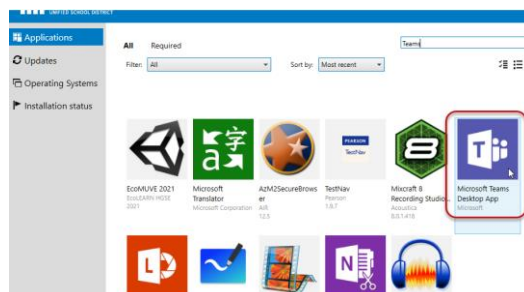
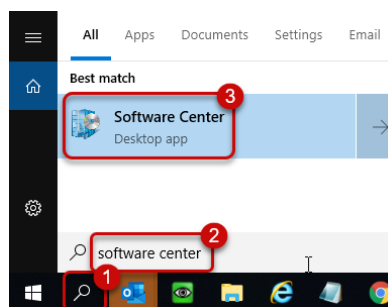
1. Click the **Windows button** in the lower-left corner of the screen.
2. Then click the **image or initials**.
3. Click **Sign out**.
4. Once signed out of the computer, press and hold the power button to shut down.
5. Then power the computer on and sign in again.



## Uninstall/Reinstall Teams

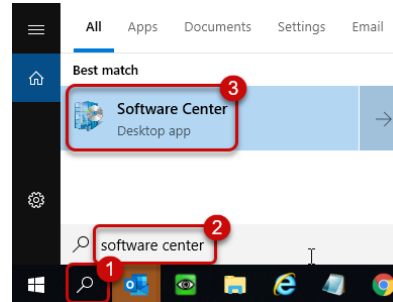
### Uninstall Teams

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.
4. Once Software Center opens, search for and select **Teams**.
5. Click **Install** to validate the program.
6. Click **Installation Status**.
7. Click **Uninstall**.



## Reinstall Teams

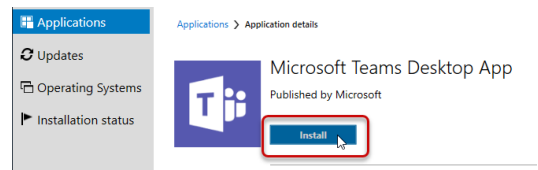
1. Click the **magnifying glass** in the lower-left corner of the screen.
2. Type *Software Center* in the search box.
3. Click **Software Center** to open the app.



4. Search for and select **Teams**.

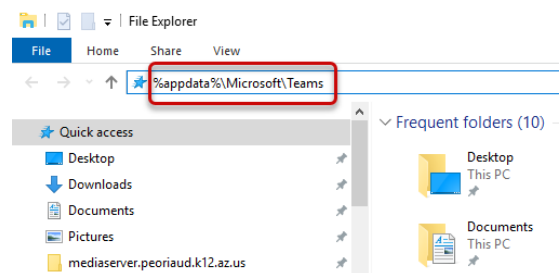
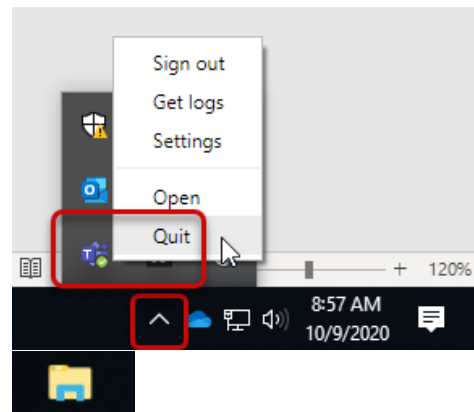


5. Click **Install**.

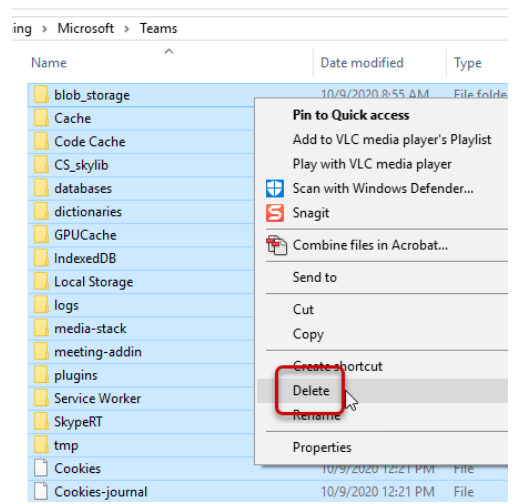


## Delete Teams Cache

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.



5. **Delete** everything from this folder.  
NOTE: If something will not delete, ignore it.



6. **Close** File Explorer and then **restart Teams**.