How to Troubleshoot Microsoft Teams Login Issues

PURPOSE:
- Resolving Login Issues in Microsoft Teams

VERSION SUPPORTED: Microsoft Teams 2016, 365

HOW TO TROUBLESHOOT MICROSOFT TEAMS LOGIN ISSUES:

<table>
<thead>
<tr>
<th>Sometimes after changing your system password, Teams may appear unresponsive, fail to update, or fail to login.</th>
<th>![Login Screen]</th>
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<tbody>
<tr>
<td>The login screen may appear blank, or display the message displayed to the right.</td>
<td>If this happens, sign out of, then close Teams by expanding the system tray (the small arrow in the lower right), then right-clicking on the Teams icon, then selecting Sign Out, then Quit.</td>
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<td>If this happens, sign out of, then close Teams by expanding the system tray (the small arrow in the lower right), then right-clicking on the Teams icon, then selecting Sign Out, then Quit.</td>
<td>Next, reopen Teams using your taskbar or desktop shortcut. If you cannot locate these, you can search using the Windows search field on the lower left.</td>
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Click **Open** to re-open the Teams application.

Teams will then reopen and will auto-populate the username field with your username. **DO NOT CLICK NEXT.**
Instead, replace your username with a fake, or gibberish username, and click Next.

A sign in screen with the CU logo should appear. Click Next.
At this point, you should see a username error. This is what we want.

Now, enter your regular username in the username field, and click **Next**.
Next, enter your normal or updated UIS password and click **Sign In**.

Teams should then load normally and update any chats or channels.