

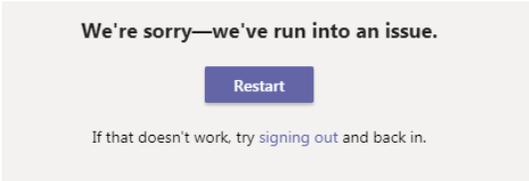
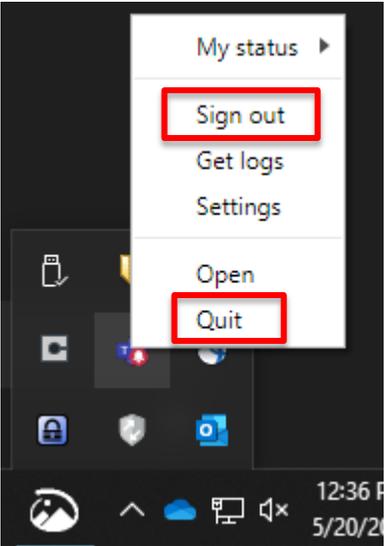
## How to Troubleshoot Microsoft Teams Login Issues

### PURPOSE:

- Resolving Login Issues in Microsoft Teams

**VERSION SUPPORTED:** Microsoft Teams 2016, 365

### HOW TO TROUBLESHOOT MICROSOFT TEAMS LOGIN ISSUES:

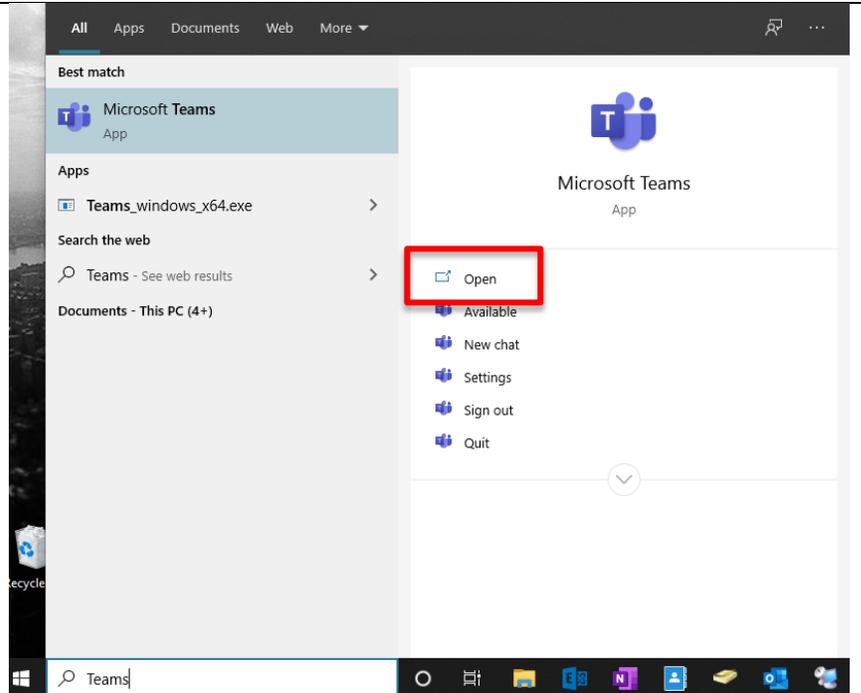
<p>Sometimes after changing your system password, Teams may appear unresponsive, fail to update, or fail to login.</p> <p><b>The login screen may appear blank, or display the message displayed to the right.</b></p>	
<p>If this happens, sign out of, then close Teams by expanding the system tray (the small arrow in the lower right), then right-clicking on the Teams icon, then selecting <b>Sign Out</b>, then <b>Quit</b>.</p>	
<p>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.</p>	



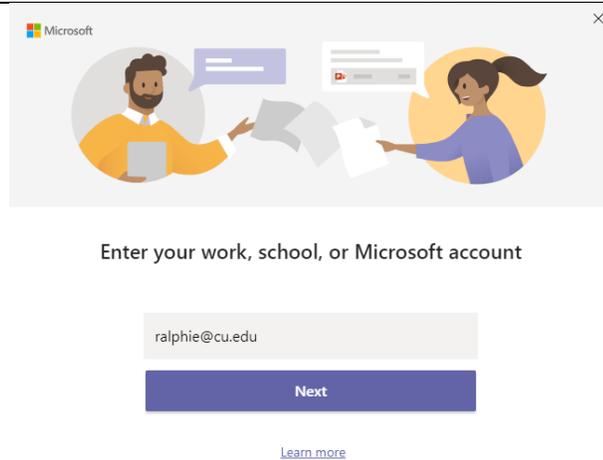
# UIS SERVICE DESK

## COMPUTER HELP

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.**



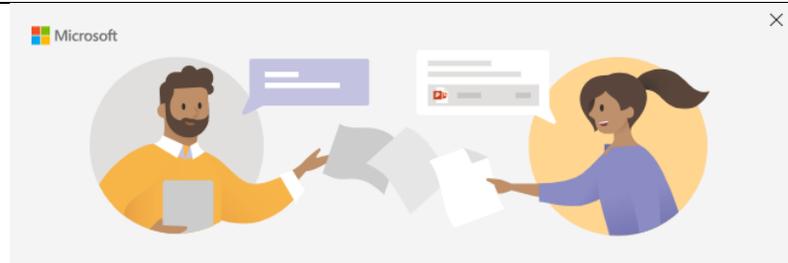
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**Contact UIS**  
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Email: help@cu.edu

# UIS SERVICE DESK

## COMPUTER HELP

Instead, replace your username with a fake, or gibberish username, and **click Next**.



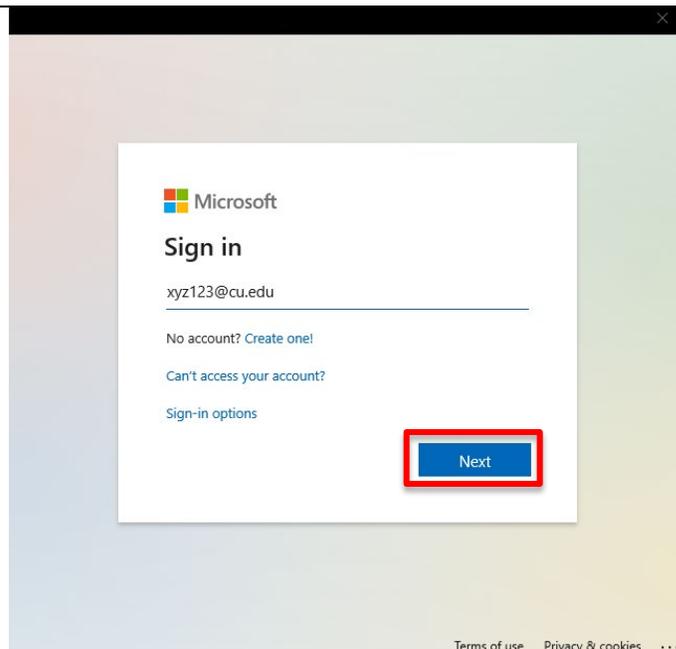
Enter your work, school, or Microsoft account

xyz123@cu.edu

Next

[Learn more](#)

A sign in screen with the CU logo should appear. **Click Next**.



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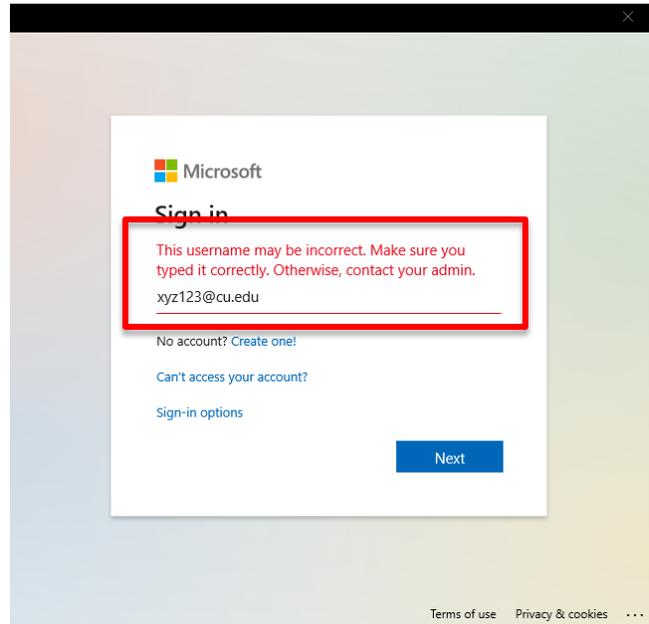
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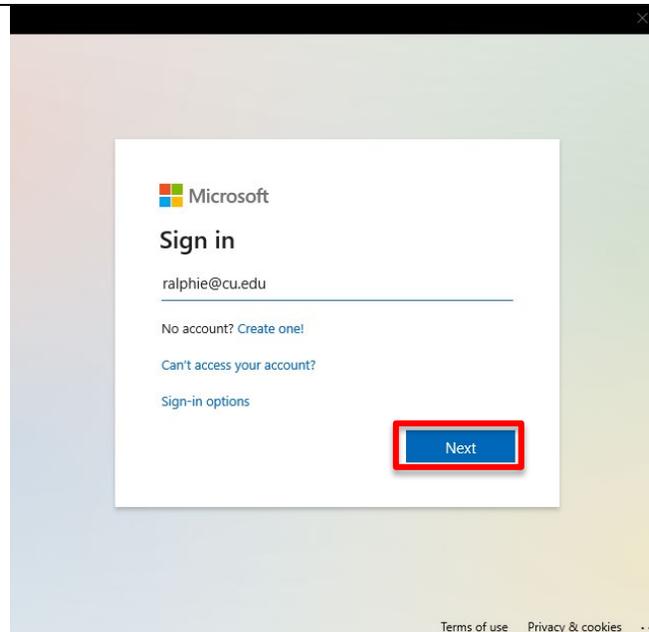
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## COMPUTER HELP

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**.



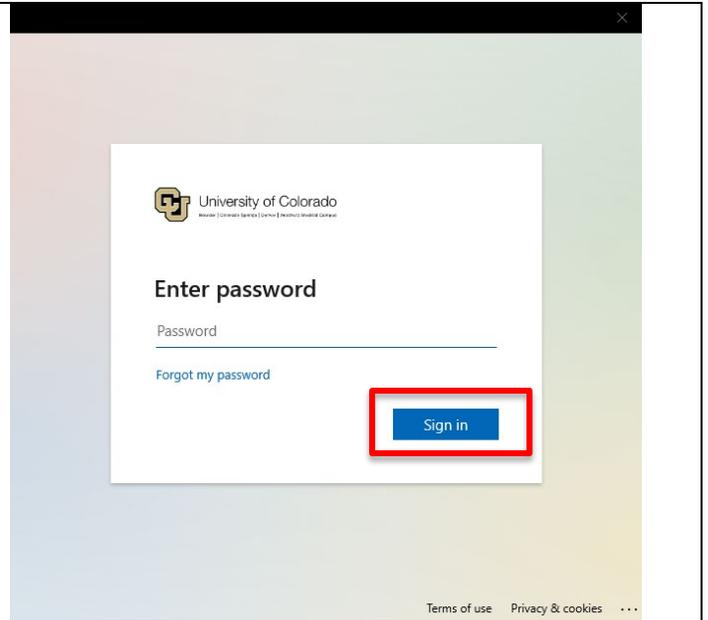
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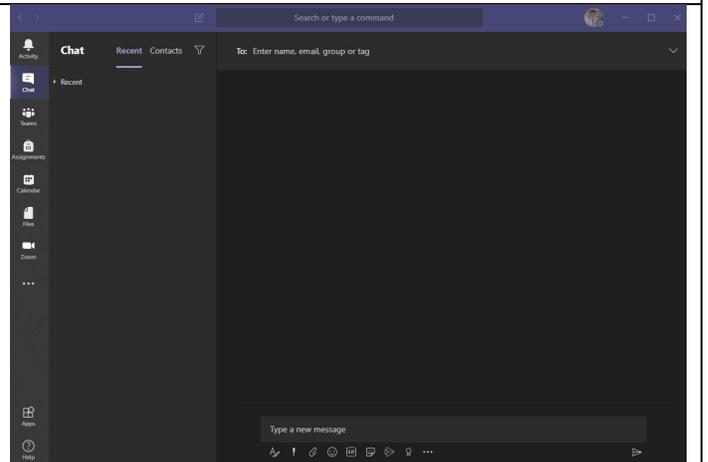
# UIS SERVICE DESK

## COMPUTER HELP

Next, enter your normal or updated UIS password and click **Sign In**.



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



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