COMPUTER HELP

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:

Sometimes after changing your system password, Teams may appear unresponsive, fail to update, or fail to login. The login screen may appear blank, or display the message displayed to the right.	We're sorry—we've run into an issue. Restart If that doesn't work, try signing out and back in.
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 .	My status ► Sign out Get logs Settings C Quit C Quit C C C C C C C C C C C C C C C C C C C
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.	



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Contact UIS Call: (303) 860-4357

Email: help@cu.edu

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	All Apps Documents Web More ▼	<i>R</i> ···
Click Open to re-open the Teams	Best match	
application.	Microsoft Teams	Ti i
	Apps	Microsoft Teams
	■ Teams_windows_x64.exe >	Арр
	Search the web	
	✓ Teams - See web results >	🖵 Open
	Documents - This PC (4+)	4 Available
	the second se	New chat
		 Sign out
		🔹 Quit
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Teams will then reopen and will auto-	Microsoft	×
populate the username field with your		
username. DO NOT CLICK NEXT.	U	
	Enter your work, scl	hool, or Microsoft account
	ralphie@cu.edu	
		Next
		Learn more



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what we want	X
what we want.	
	Microsoft
	Sign in
	This username may be incorrect. Make sure you
	typed it correctly. Otherwise, contact your admin.
	xyz125@cu.edu
	No account? Create one!
	Can't access your account?
	Sign-in options
	Next
	Terms of use Privacy & cookies ····
Now, enter your regular username in the username	×
field and click Next.	
	Microsoft
	Microsoft Sign in
	Microsoft Sign in
	Microsoft Sign in ralphie@cu.edu
	Microsoft Sign in ralphie@cu.edu No account? Create one!
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Next, enter your normal or updated UIS password and click Sign In.	Enter password Password Forgot my password Sign in
Teams should then load normally and update any chats or channels.	Sourch or type a command Chat Recent Recen



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