



So, you're having trouble with MS TEAMS?



Step One – could it be your account?

- Have you recently moved? Are you a new student? Have you ever had restrictions placed on your account? Be sure to have your teacher put in a helpdesk if this sounds like you.
- Are you logging in using Username@nbss.nbed.nb.ca? (Not @student.nbed.nb.ca)
- Are you remembering to use your new password? Don't forget the capital letter!

Ex: big+061+Door

Step Two – could it be your machine?



- Does your machine meet the specs as outlined by the [Dept of Education](#) (Windows 10?)
- Is your machine up to date? Type "updates" in the search menu and check to see if you're current. If not, run your updates.
- Is the time correct? Even if it is, search for and check the "clock and time" settings. You should be set to the Atlantic Time Zone and it should be set to "automatically detect".

Step Three – could it be your installation/version?

- Are you using a tablet or a Chromebook? Make sure you have the apps installed via your App store (Office, Teams/Word/PPT/Outlook)
- Are you using the browser version? The App? The desktop version? Functionality is affected depending on the version you are using. You can install all of Microsoft Office on your machine for free as a student (or educator) within the province of NB. Follow along step-by-step by clicking [HERE](#).
- Are you logged in with your NBED account? Personal Microsoft accounts won't work with NBED. Multiple users on the same laptop will require different browsers such as Chrome Incognito or Firefox. Check the top right icon and make sure it's the proper account.



Step Four – could you be looking in the wrong place?

- Are you using Edge or Chrome as your browser? Explorer is outdated and will not work.
- Are you pointing your browser to Portal.Office.Com? From here you will require fewer log-ins and you will have access to your One drive, as well as all of your Apps.
- Are you saving your documents to your One drive? This is to your advantage because you can access your files from anywhere and your files will save automatically. *Remember, you can't save your files to Word or to Powerpoint. They must be saved either in your One drive, in your Home Drive (accessible only at school) or on your machine (ie My Documents).

Step Five – are things just slow?

- Is your hard drive filled with other applications/files (ie. Games/movies)? You may need to uninstall or get rid of some things that are bogging you down or are unused.
- Do you have several applications open? Try closing anything you are not using.
- When in a Teams meeting, try turning off your camera to save bandwidth.
- Are others sharing your bandwidth? Be sure to communicate meeting times with others in your home so they can avoid streaming or on-line gaming which monopolize bandwidth.
- Can you hardwire into your router, if all else fails?