

Having Trouble Logging in to Teams?

1. Make sure you are using an **updated Internet browser**. Note: Internet Explorer **will not** work with Teams. Edge, Firefox or Chrome works best.
2. **Make sure you are typing the email address and password correctly.** Need help with this? Click [here](#).
3. **Sometimes Teams won't log in because the browser cache and cookies need cleaned.** (These instructions can be google-searched depending on what browser you are using.)
4. **There is more than one person logging in at home** If this is the case, a suggestion is to have children log in using different browsers; for example, one person use Chrome, and another person use Firefox.
5. If you are logged in to M365, but Teams will not let you join a meeting, sometimes it is because your time zone is set incorrectly. [Click here](#) to learn how to change it. Also, make sure your computer's time zone is set correctly.
6. Often, downloading the full version of Office 365 and using the desktop version of Teams works better than using it in a browser. Did you know you can **download a full version for free** using your child's school email address? [Click here](#) for instructions.
7. Are you using a **mobile device**? Downloading the Teams app will make things smoother.
8. Here is a Teams Quickstart guide for students. [Click here](#)