

Microsoft Teams Troubleshooting

- If you have “NEW Teams”, it now natively supports multiple Teams accounts. Just click on your profile icon in the upper right corner of Teams and there should be an “Add account” option listed. Select this and enter in your new login credentials. There will be an icon at the top of Teams where you can toggle back and forth between accounts.
 - Note that you can still continue to use Teams Classic for now, if you have not updated yet, but you will be required to upgrade by late Spring when Microsoft stops supporting Teams Classic.
 - Notification settings for New Teams are slightly different. So they may not appear the same as they did in Teams Classic.
- If you have created a website as a Tab, Teams is no longer supported that webpage directly within Teams, you will need to open the page in a browser. There should be a button at the top of the page indicating that.
- When clicking on the “Files” tab, some users report that it is either loading indefinitely or attempting to reload and fails. If it fails to load, click a reload button, if present. Otherwise, you can click on the dropdown arrow next to the files tab button and click “Reload tab”. If that fails to produce results, close out of Teams and relaunch the application. That usually resolves the issue. This is typically only seen the first time a user connects with a device.
- When opening a PDF Document you should be able to click on the document and it is supposed to open in a preview pane within Teams. Some users are periodically getting a popup message asking them what program they want to use to open this file (with no options listed). If you get this message, just hover over the PDF you wish to open, an ellipsis (...) will appear next to the file. Click on the ellipses and select “Preview”. This will manually open the PDF in the preview mode.