

Microsoft Teams

Fixing Issues (Slow, Errors, Broken, Not Loading)

If you are experiencing any issues with Teams, including slowness, freezing, dropouts, disconnections, audio crackling or delays, shared content such as PowerPoints and videos failing to load, or files or classes not appearing, please try clearing your Teams cache following this guide, as this can correct many problems.

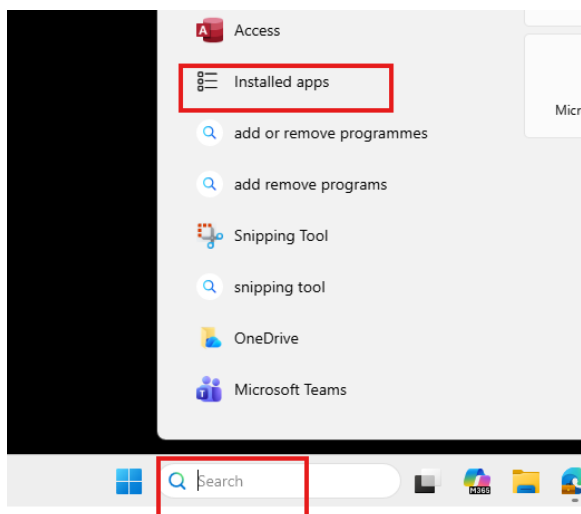
If you are using the web version of Teams

Please refer to the guide titled "Internet Browser – Fixing Issues (Login Problems, Errors, Websites Not Loading)" to clear your web history cache.

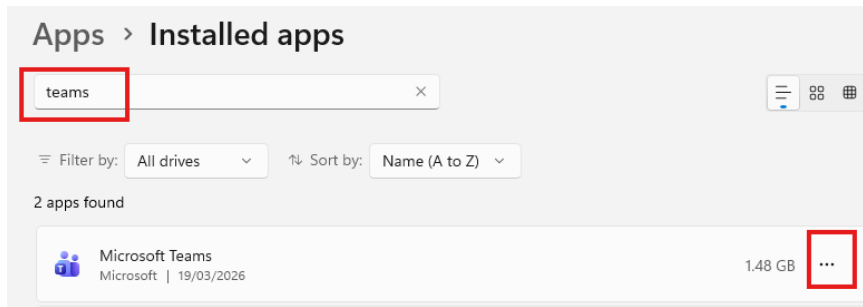
If you are experiencing problems with the **Teams or OneNote iPad apps**, please see the **iPad section** on page 2.

Windows

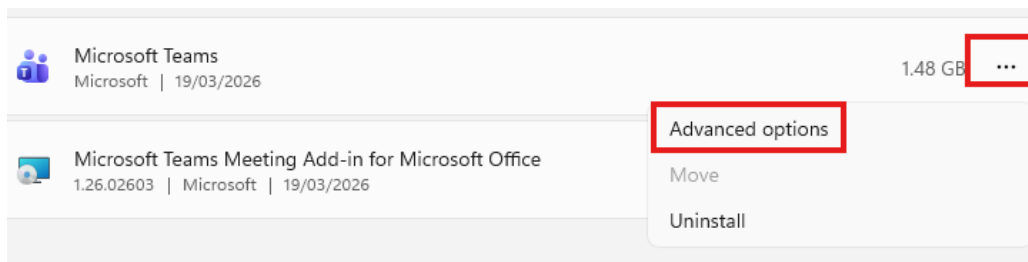
1. Open the **Windows Search** (*magnifying glass*) at the bottom of your screen
2. Using the search box, look for and open **Installed apps**



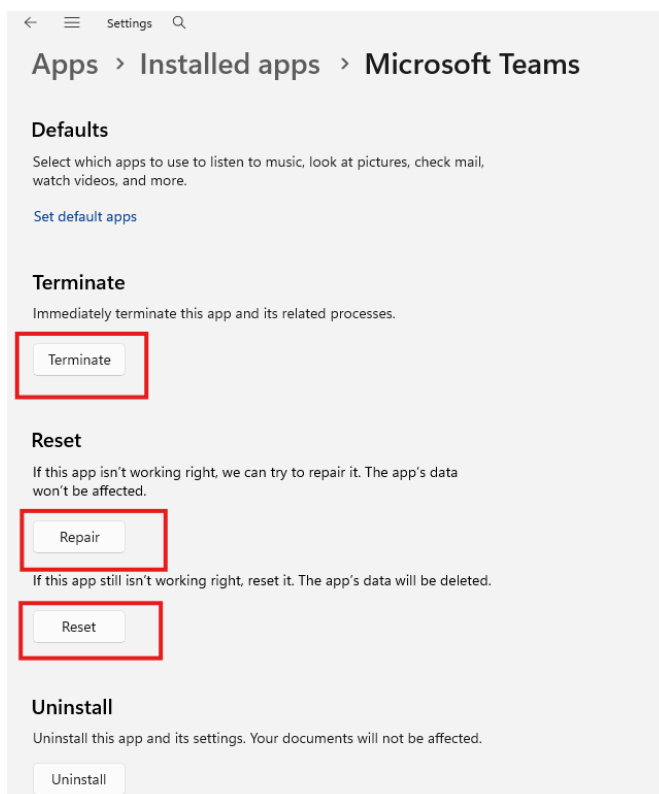
3. In the **Installed apps** window, locate **Microsoft Teams** in the list of apps
 - a. If you can't find Teams in the list, use the **search box** near the top to search for "Teams"
 - b. If you have **Microsoft Teams Classic** installed, left click on it (or the three dots) and select **Uninstall**



4. Click the **three horizontal dots** on the right and select **Advanced options**



5. Scroll down, click the **Terminate** button and wait a few seconds for Teams to close



6. Click the **Repair** button and wait for a tick to appear to confirm the repair process has been completed
7. Click the **Reset** button, click **Reset** again on the warning and wait for a tick to appear

8. Restart your computer and re-open Teams – it may take longer than usual to load everything
 - a. If you are prompted to sign in, use your EdPass email address and password
9. If the issues persist, try uninstalling and reinstalling Teams
 - a. **Uninstall Teams guide:**
<https://support.microsoft.com/en-au/office/uninstall-microsoft-teams-3b159754-3c26-4952-abe7-57d27f5f4c81>
 - b. **Teams download link:**
<https://www.microsoft.com/en-us/microsoft-teams/download-app>

If you continue to experience problems with Teams, please try using the **Teams web app** via the link below until your issues with the Teams desktop app are resolved. If prompted to log in, use your EdPass email account.

Teams web app link:

<https://teams.microsoft.com/>

OneNote web app link:

<https://www.onenote.com/>

Home Internet Connection Refresh

Teams and OneNote require a stable internet connection to function correctly. If you continue to experience issues with Teams or OneNote, you can try refreshing your home internet connection. To do this, please turn off your home internet equipment (router, modem, receiver, dish, etc.) for five minutes, then turn it back on.

If you are on a fixed wireless or Starlink satellite internet connection, please ensure your receiver is oriented correctly and has a clear line of sight. Please also follow the guidance below to clean your internet receiver to remove any accumulated dust or debris that may be hindering connection quality.

Starlink cleaning guide: <https://www.starlink.com/au/support/article/587a41e0-9ab4-85ae-0aec-c3f163863436>

iPad

1. Open the **Settings app** (gear picture) and tap the **General menu** on the left
2. Tap **iPad Storage** and wait for the list of apps to load
3. Locate **Microsoft Teams** in the list and tap it
4. Tap **Offload App** to clear the cache and other temporary data
 - a. You can also do this with the OneNote app if necessary
5. Turn the iPad off and back on
 - a. Guide: <https://support.apple.com/en-au/guide/ipad/ipad63d30b5a/ipados>
6. Open the Teams app, wait for it to load, and sign in again if prompted
7. If the issues persist, try uninstalling the Teams or OneNote apps and then reinstalling from the App Store
 - a. Guide: <https://support.apple.com/en-au/guide/ipad/ipad0aed1df8/ipados>