

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

If Teams is slow, content isn't loading correctly, or files and features are missing, please try clearing your Teams cache, as this helps correct many issues.

If you are using the internet website version of Teams (<https://teams.microsoft.com/>), please refer to the guide titled “*Internet Browser – Fixing Issues (Login Problems, Errors, Websites Not Loading)*” to clear your web history cache.

Windows

1. Open the **Windows Search** (*magnifying glass*) at the bottom of your screen
2. Using the search, look for and open **Add or remove programs**
3. In the *Apps & features window*, locate **Microsoft Teams** in the list of apps
 - a. Use the **search box** under *Apps & features* to narrow the search
 - b. If you still have **Microsoft Teams Classic** installed, left-click it and select **Uninstall**
4. Left-click **Microsoft Teams** to select it and click **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
7. Click the **Reset** button, click **Reset** again and wait for the tick to appear
8. Restart your computer and re-open Teams – it may take longer than normal to load everything
 - a. If prompted to sign in, use a student EdPass email address and password

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

Teams web app link: <https://teams.microsoft.com/>

OneNote web app link: <https://www.onenote.com/>

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 you continue to encounter issues, try uninstalling the Teams and/or OneNote apps and then reinstall
 - a. Guide: <https://support.apple.com/en-au/guide/ipad/ipad0aed1df8/ipados>