

CAN'T RECONNECT TO TEAMS TROUBLESHOOTING GUIDE

Sometimes Microsoft Teams may display an error message saying that it has run into a problem. Then you may have issues reconnecting to Teams. Below are some troubleshooting steps you can take to try to successfully reconnect to Teams.

⇒ CHECK YOUR INTERNET CONNECTION

Try opening a web browser and navigating to any website. If you have issues with that, then you may want to try restarting your wifi modem.

⇒ SIGN OUT, THEN SIGN BACK IN

Sign out of Teams by clicking on your profile picture or initials in the top right of Teams and then clicking Sign out. After Teams closes, open it again and sign in with your email and password.

⇒ CHECK VPN

If you are connected to the Cisco AnyConnect VPN or the GlobalProtect VPN, disconnect and reconnect to the VPN. For help with this process, visit its.uiowa.edu/vpn.

⇒ TRY THE WEB VERSION

If you're using the desktop client of Teams, try accessing it in a web browser by going to office365.uiowa.edu, signing in with your HawkID and password, clicking the App launcher in the top left (9-dot symbol), and clicking Teams.

⇒ CHECK YOUR AD BLOCKER

If you're using the web version of Teams, try disabling your ad blocker.

⇒ CHECK FOR AN OUTAGE

Go to its.uiowa.edu/alerts to see if ITS is aware of an outage or degradation of service affecting Teams.

Still having issues? Please contact the ITS Help Desk at 319-384-4357 for assistance.

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