

Issue: Unable to sign into or connect to Microsoft Teams

Possible error messages:

- Please sign in again. This could be a request from your IT department or Teams, or the result of a password update.
- We were unable to connect. Please sign in again.

Resolution

Sign out of Microsoft Teams:

1. **Click on your profile picture:** Look for your profile picture (or initials) at the top right corner of the Teams window. It's usually a tiny circle with your initials or photo.
2. **Select "Sign Out":** Once you've found your profile picture, click on it. A dropdown menu will appear with various options. Among them, you'll see the "Sign Out" button. Click it.
3. **Confirm (if needed):** If a confirmation message pops up, click "Sign out" or the affirmative option to sign out.
4. **Close all browser windows.** Open a new browser to sign in again.

NOTE: We strongly recommend signing out every time after you complete a working session in EMM365 to avoid this issue in the future.

