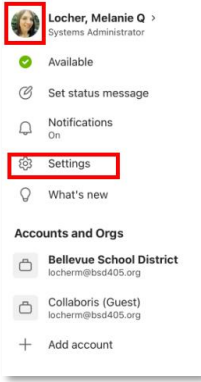
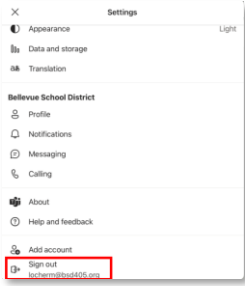
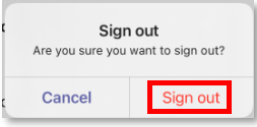
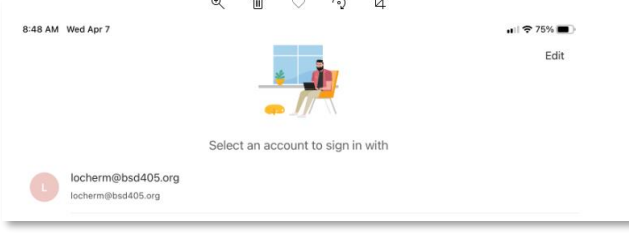
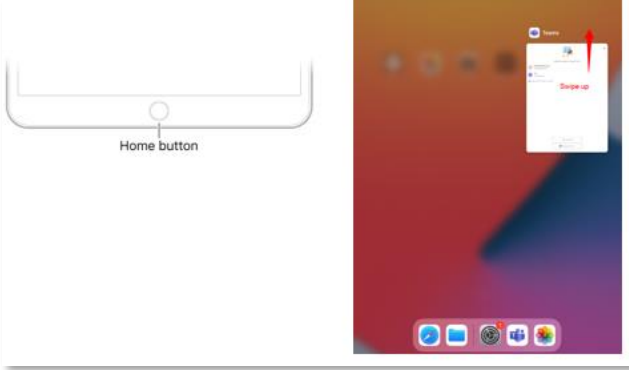


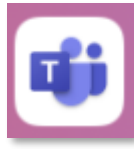
Steps to Fix Teams on iPads

Teams issues on iPads like unable to chat, join meetings, or upload files to assignments may resolve after signing out of Teams, closing the Teams app, and then launching the app/signing in again. It is important to both sign out AND close the app.

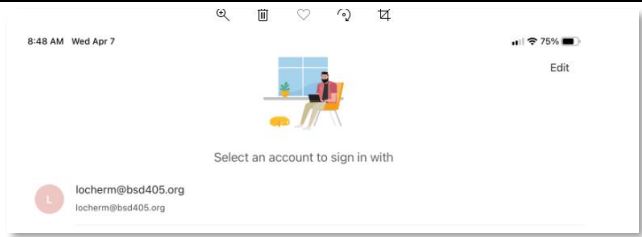
Please note that issues with Add Work to assignments only temporarily resolve by signing out of Teams and closing the Teams app. Issues uploading from Add Work will often return within a day. We are working with Microsoft to find a permanent resolution for the Add Work problems, but the below steps should be a temporary workaround. We expect that other Teams issues like unable to chat or join meetings will not regularly return like the Add Work issue.

| | |
|---|---|
| <p>Click on to the Chat page to see the user's profile picture</p> <p>Tap the circle with your account icon in the upper left corner of the Teams app.</p> <p>Select Settings from the menu.</p> |  <p>A screenshot of the Teams user profile menu. The user is 'Locher, Melanie Q', a Systems Administrator. The menu includes options like 'Available', 'Set status message', 'Notifications On', and 'Settings'. The 'Settings' option is highlighted with a red box.</p> |
| <p>Select Sign out</p> |  <p>A screenshot of the 'Settings' page in the Teams app. The 'Sign out' option at the bottom is highlighted with a red box.</p> |
| <p>Tap Sign out to confirm</p> |  <p>A screenshot of the 'Sign out' confirmation dialog. It asks 'Are you sure you want to sign out?' and has 'Cancel' and 'Sign out' buttons. The 'Sign out' button is highlighted with a red box.</p> |
| <p>Wait until fully signed out. When you are fully signed out, you will see a screen with your account listed.</p> |  <p>A screenshot of the account selection screen. It shows the user's account 'locherm@bsd405.org' listed under the heading 'Select an account to sign in with'.</p> |
| <p>Now, close the Teams app by double-tapping the Home button and then swipe up on the Teams app up.</p> |  <p>A diagram and screenshot showing how to close the Teams app. The diagram shows a bracket over the Home button labeled 'Home button'. The screenshot shows the Teams app icon on the home screen with a red arrow pointing to it and the text 'Swipe up' next to it.</p> |

Open the Teams app



Select your account on the sign in screen



Enter your district password and sign in

