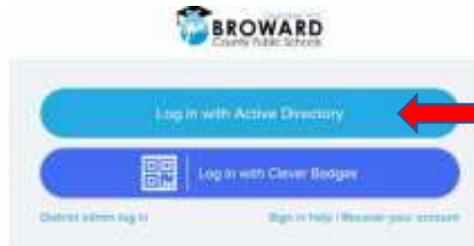


Teams Troubleshooting

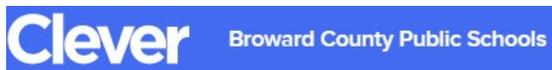
- When you first turn on the computer, make sure the *computer* volume is up and not muted.
- Make sure you have the Teams App on your computer or device.
- When you click on a meeting link to join a Teams meeting, make sure you click the option to **Open in Teams App**
- If you cannot use the tools in Teams, if you are logged in as a GUEST or UNKNOWN USER, or you can't join a meeting at all, you must re-download the Teams App. **Students must download the Microsoft Teams App from Clever. (DO NOT go directly to an app store. If an App store is needed for the download, Clever will give you the App store option.)**

Instructions to Accurately Download the Teams App.

1. Login to your Broward Schools Single-Sign On at sso.browardschools.com and login with your Active Directory.

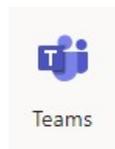


2. Now you will be on your Clever page. From Clever click on Office 365.



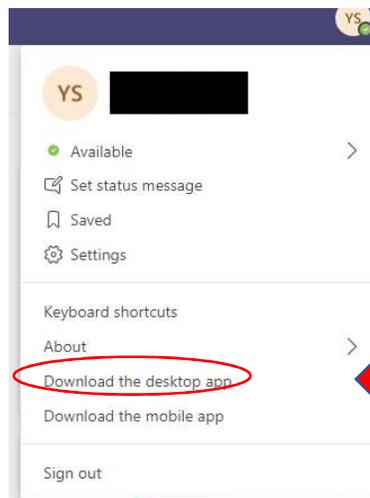
Office365

3. Once you are in Microsoft 365 click on Teams.



4. Teams will open in an internet browser. When it opens, click on your initials in the top right corner. In the drop down click on **Download the desktop app**.

Note: If you are using an iPad or a tablet you still click on the **Download the desktop**.



Click on initials in the top right.

Click Download the desktop app.

5. When it is time to join a Teams Meeting, go to Canvas and in each course click on the link they provide to join their meeting. When prompted to join, ALWAYS select the option to open in the Teams App.