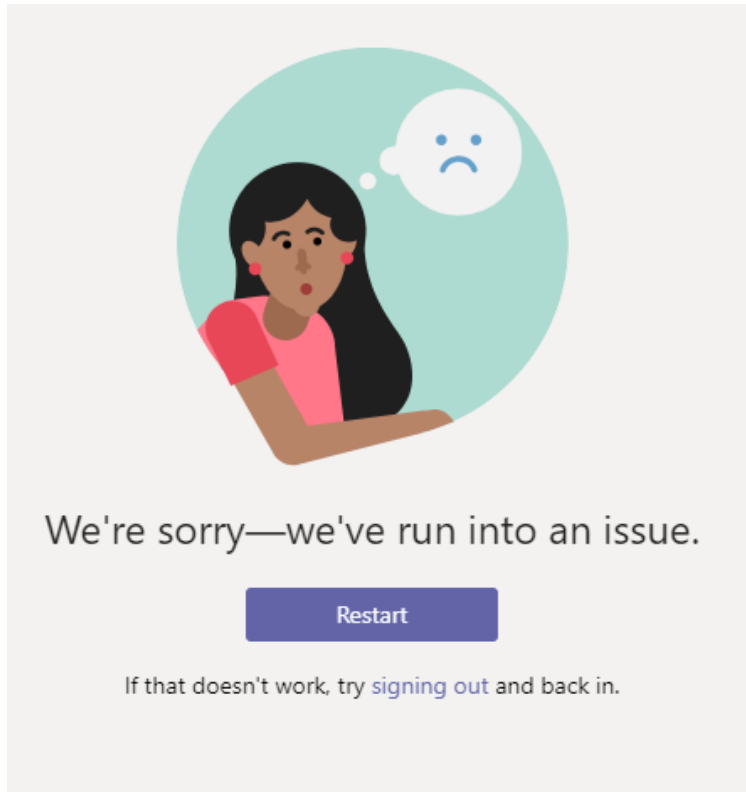


Teams Sign-In

Faculty	✓
Staff	✓
Students	✓
Others	✗

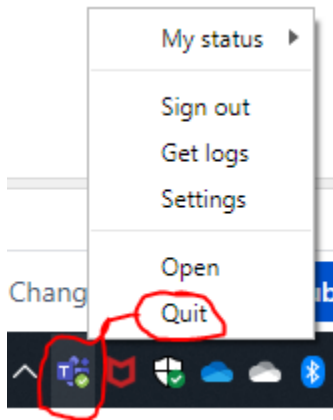
Problem

Microsoft Teams display's "We're sorry – we've run into an issue." Similar to the image below



Solution

Exit out of Teams completely. Within the notification task tray find the Teams icon, right-click on the icon and select Quit or Exit

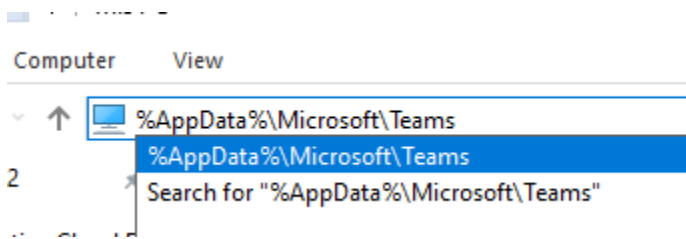


Click on the File Explorer icon

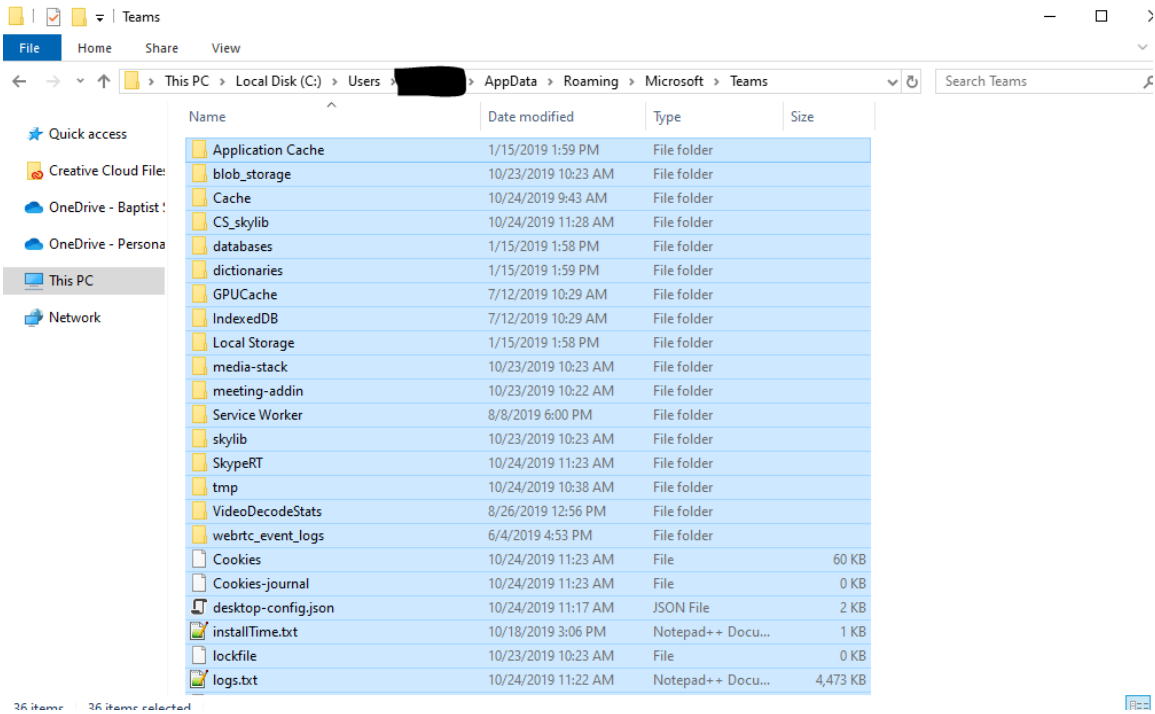


Within the location bar, copy and paste the below and press Enter

`%AppData%\Microsoft\Teams`



It should look like the below and "C:\Users\YOUR USERNAME\AppData\Roaming\Microsoft\Teams" will be in the address bar



Within the folder, just click anywhere then press CTRL + A (press and hold CTRL then press A) to select everything as show above.

Now right-click any one of the folders and select 'Delete'. Everything within that location/folder should now be deleted.

Open Teams and the issue should resolved. If you are prompted to Sign In, then Sign In using your school email address, i.e your username@bshp.edu

Related articles