How to fix sign-in problems with the Teams app

Please follow these instructions if you are unable to login to the Microsoft Teams app after the move to the SCEP. Most of the time login problems are caused by the app trying to use your old account to login.

New Login Details

Your Full Email Address:

intakeyearfirstinitiallastname@kesh.kevibham.org *eg:25jbloggs@kesh.kevibham.org*

Password: The same one you use when logging into the academy computers

Troubleshooting Steps

- Clear Data and Cache using the settings app on your phone or tablet
- Uninstall and re-install Teams

Android:

- Locate your phone's Settings app.
- Find the 'Application or Apps' section and click on it.
- Find Teams in the list and click on it.
- Scroll down to 'Storage' and click on it.
- Select 'Clear Data' and 'Clear Cache'

iPhone:

- Locate the Settings app.
- Scroll down and click on Apps
- Scroll down and click on Teams
- Click the button which says 'Clear App Data'
- Restart Teams and try again.