



Troubleshooting Checklist

1. Use the Microsoft Teams app or full program.
2. Make sure Microsoft Teams app is updated to the latest version.
 - Updates can be done by clicking the avatar icon in the top right of the Teams app and selecting check for updates.
3. Sign out of Teams and log back into Teams with your mySite login credentials.
Username: schoolcomputerusername@hwcdsb.ca
Password: school computer password
4. Update the device's operating system.

If students have attempted the above strategies and are still having difficulty, then it is recommended the student try to log in with a different device.