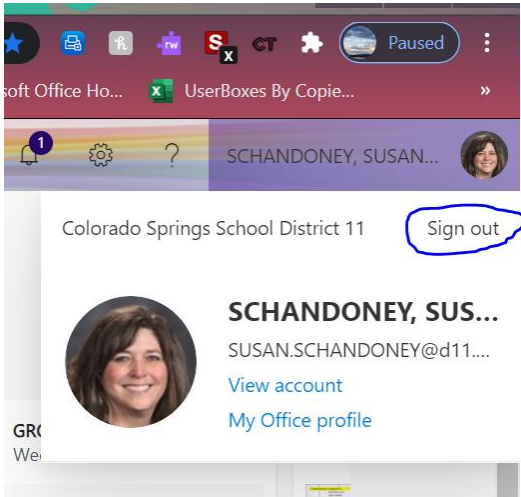


Laptops at Home Troubleshooting

Having issues with Office desktop apps?

Can you get onto Outlook or Teams on Office.com online but not through your desktop apps?



Try going to office.com to log off and back on again to your account. Click on your profile picture to bring up the sign out option

Now try opening your desktop apps. Any luck? If not, try this next option.

Try syncing your OneDrive to sync up your desktop apps to the cloud.

1. Open up **Office.com** on Chrome
2. log in to Office
Username = d11 email (first.lastname@d11.org)
Password = network password
3. Go to OneDrive
4. Click on "Sync" (top of screen towards the middle)
5. Click on "Open Microsoft"
6. You might have to log in again
7. Click yes/agree or synch/link until it is set up (you will know by a new window popping up showing your OneDrive folder that's on the desktop)



Once you finish syncing, close all those windows and try logging on to Outlook or Teams again.

If these steps have not helped, I would recommend going to a D11 school parking lot and restarting your computer on the D11 data network. You may have to walk right up to the building to connect. Try logging on to your desktop Outlook and Teams apps while on the D11 data network.

Nothing is working? CONTACT US: Susan.schandoney@d11.org heather.haas@d11.org craig.seay@d11.org