

Resolving Known Teams Issues

Sign In Issue

If you are having problems signing into Microsoft Teams with your University of Wales Trinity Saint David (UWTSD) account make sure that you are entering your email address in the correct format:

Student: StudentNumber@student.uwtsd.ac.uk

Staff: StaffName@uwtsd.ac.uk

When prompted for your password, this will be the same password that you use for all of your UWTSD accounts and if you have changed it recently make sure to use the new one if it has been cached on your computer.

Remember that passwords are case sensitive.

Not Seeing Your Teams or Calendar Invitations

If you cannot see the UWTSD Teams or meetings in your Teams calendar and you have previously seen them, then it might be possible that you have signed with a different Microsoft account. To make sure that this is not the case select your profile in the top right-hand corner and from the popup menu select Sign Out.

Once signed out make sure that you have sign in with your UWTSD account.

Updating Your Microsoft Teams Application

By default the Microsoft Teams application will automatically check for and install updates. However, on occasions I may be helpful when experiencing issue to manually check for updates. This can be done by clicking on your profile in the top right-hand corner followed by selecting Check for updates.

Teams will now check for any new updates and then automatically download and install them if there are any available. Once this has been done you will be notified near the top centre of the screen with a message stating that Teams is up to date. You may also be asked to restart your computer in which case this should be done at your earliest convenience.

Still Having Teams Issues

If you have managed to sign in successfully to Teams using your UWTSD email address account then it is likely that the owner of the Team has not added you as a member to that Team in which case you need to contact the Team owner; in the case of students this would be your lecturer, and not the Central IT Service Desk.

The exceptions to this is for London and Birmingham students who are managed by their respective IT Teams and can be contacted on:

London Assessment 0207 127 7421 between 11:00 - 12:00, 13:00 - 14:00, 15:00 - 16:00
LondonAssessments@uwtsd.ac.uk

Birmingham Student Services 0121 229 3000 BirminghamStudentServices@uwtsd.ac.uk

Audio And Video Issues

If you are unable to connect to your audio or video devices then there is a possibility that you have not yet selected them or they have not been connected in Teams so try this.

In Teams select your profile in the top right-hand corner and click on the Setting cog.

From the Left-hand dashboard select Devices

For each of the device types Audio, Speaker and Microphone select a device from the available devices on each dropdown menu.

When ready click on the Make a test call button.

If all is working then close the window and sue Teams.

It may be necessary to restart Teams for these changes to take effect.

If for some reason the audio and video are still not working then see Reinstalling Teams.

Reinstalling Teams

Reinstalling Teams on Windows computers:

1. Select the Windows button in the bottom left-hand corner and type add or remove programs.
2. From the search results select Add or remove programs
3. When the Settings Apps & Features window opens scroll down to Microsoft Teams and select it.
4. Now select the Uninstall button and follow the onscreen prompts.
5. Once uninstalled reboot your computer and then open a web browser such a Microsoft Edge or Google Chrome or Firefox and search for Microsoft Teams
6. From the search results Select Download Microsoft Teams and when on the web page select the Download for desktop is using a computer or laptop and follow the installation instructions onscreen.
7. Once installed restart your computer.