

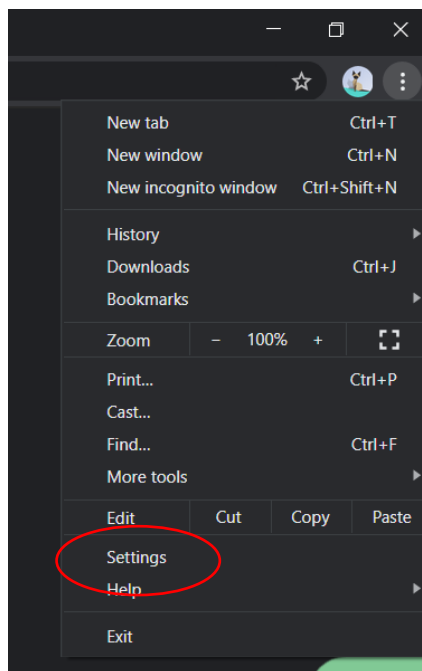
Troubleshooting Issues with Google Chrome

This document contains a number of techniques to try and troubleshoot issues with Teams and Office when accessing via Google Chrome:

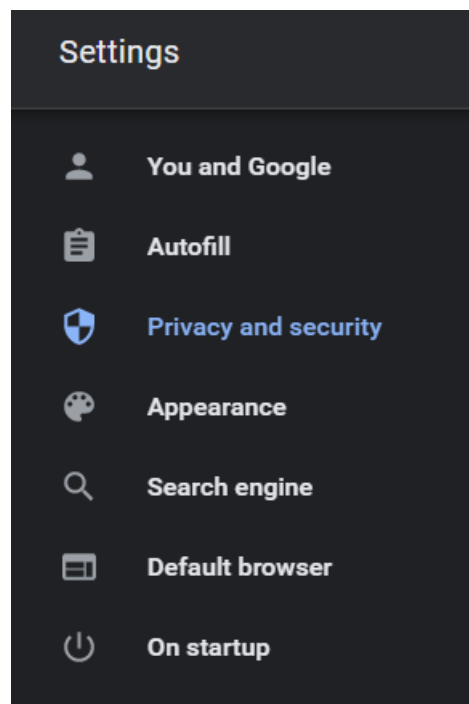
Clear Cache

If you are experiencing issues with pages not loading properly (e.g. a blank white screen on Teams), this method may resolve the issue.

Navigate to the menu in the top-right on Chrome and click on the 'Settings' button:

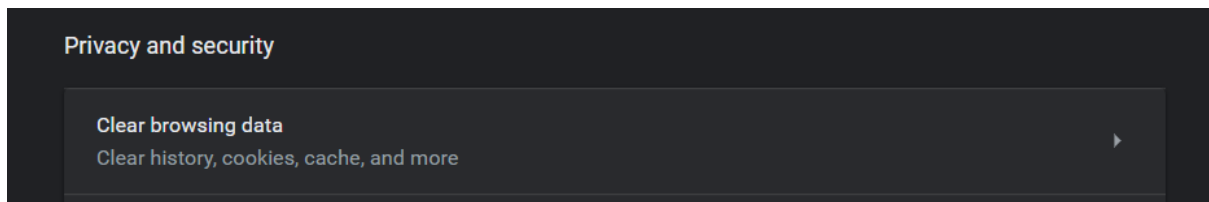


Now the Settings page should be open, now on the menu on the left side of the screen, click 'Privacy and security':

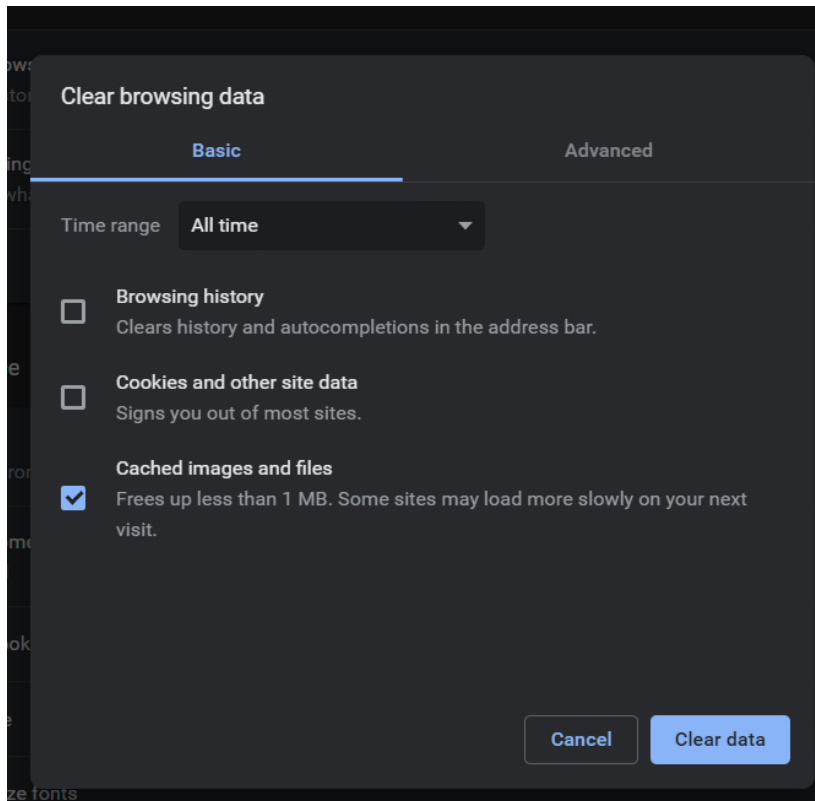


Troubleshooting Issues with Google Chrome

You should see 'Clear browsing data' at the top of the screen, click on this:



The following screen will appear, change 'Time range' to 'All time', and **ensure only 'Cached images and files' is ticked, and untick other boxes**, and then click 'Clear data'



Now try to access Teams/Office again to see if the issue is resolved.

If the issue still isn't resolved:

If you are still encountering the issue, try repeating the steps, except **tick 'Cookies and other site data'** when in the 'Clear browsing data' screen again. **WARNING- This will sign out all websites on the browser that are permanently/currently signed-in, e.g. Facebook, Email etc. You will have to sign into those websites again following this!**

