

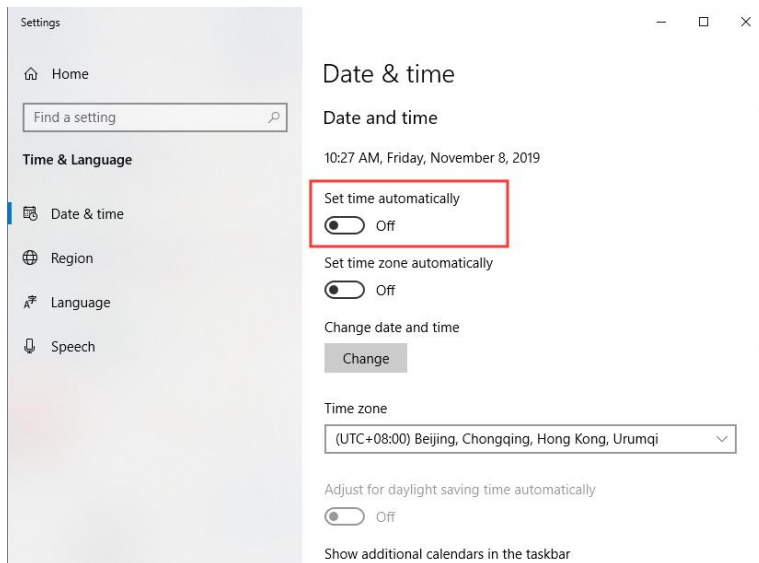
Fixing “We couldn’t sign you in error” on Microsoft Teams

Task 1 – Correct the Time in Windows 10

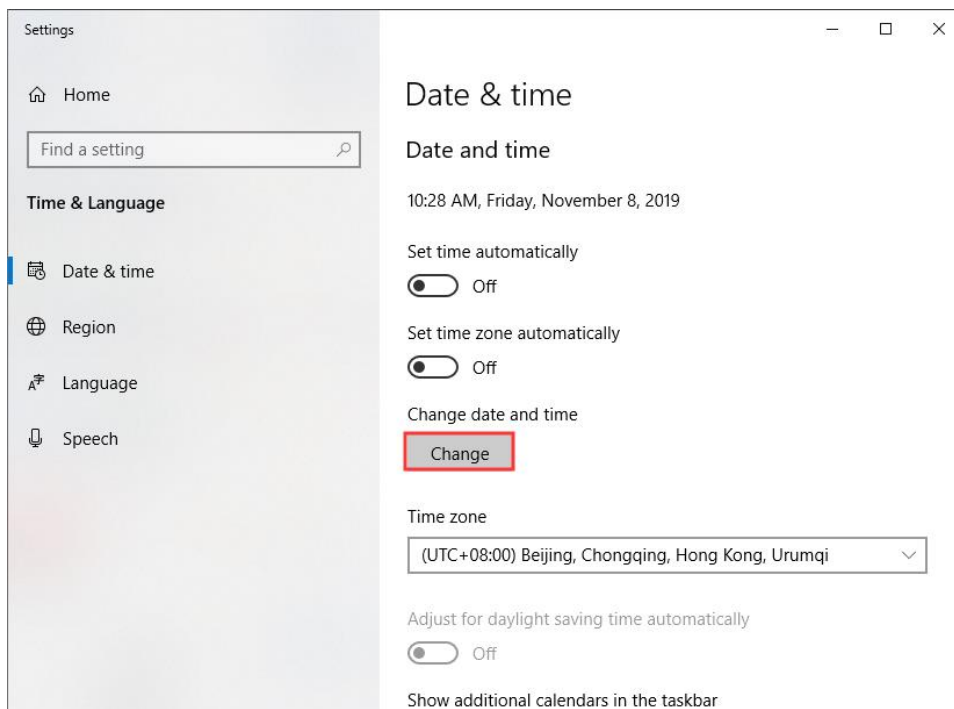
You can access the date and time setting via Taskbar. Now let’s see how to change time on Windows 10 via Taskbar.

Step 1. Right click the **clock icon** on the taskbar, and then choose **Adjust data /time** from the right-click menu.

Step 2. Locate to the Date & time section and turn off **Set time automatically**.

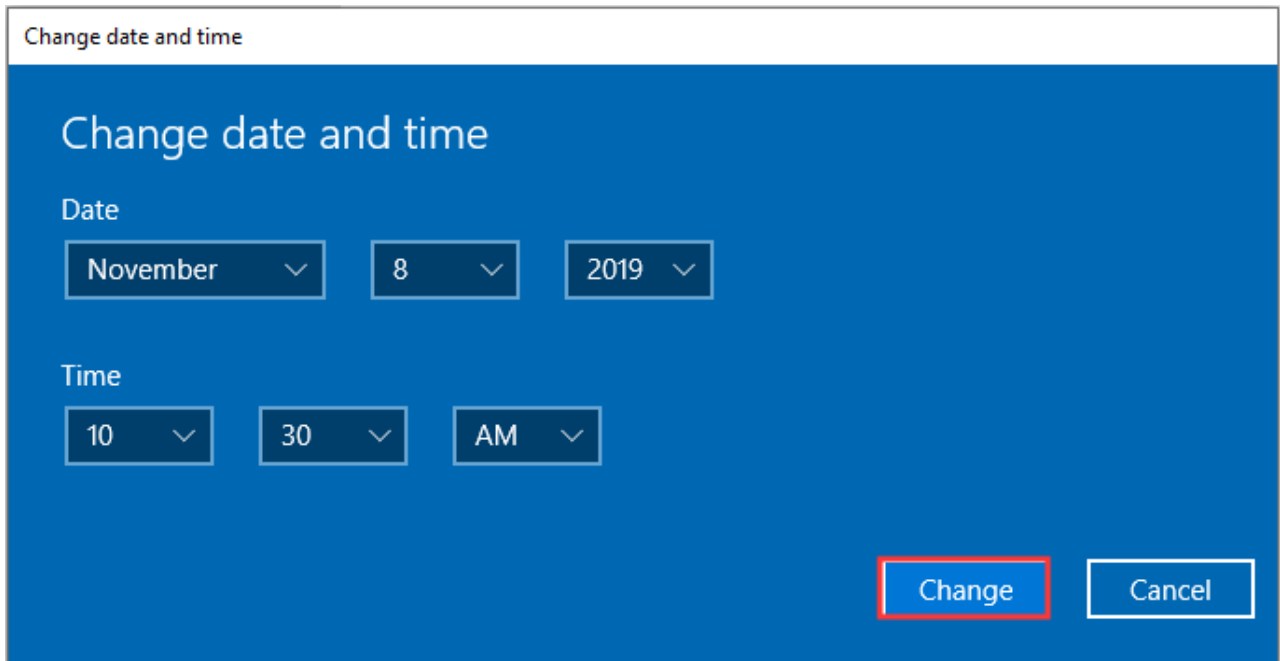


Step 4. Then click the **Change** button under Change date and time.



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Step 5. In the Change data and time window, respectively set the correct date and time, and then click **Change** to confirm the changes.



Change date and time

Change date and time

Date

November 8 2019

Time

10 30 AM

Change Cancel

Step 6. turn on **Set time automatically**.

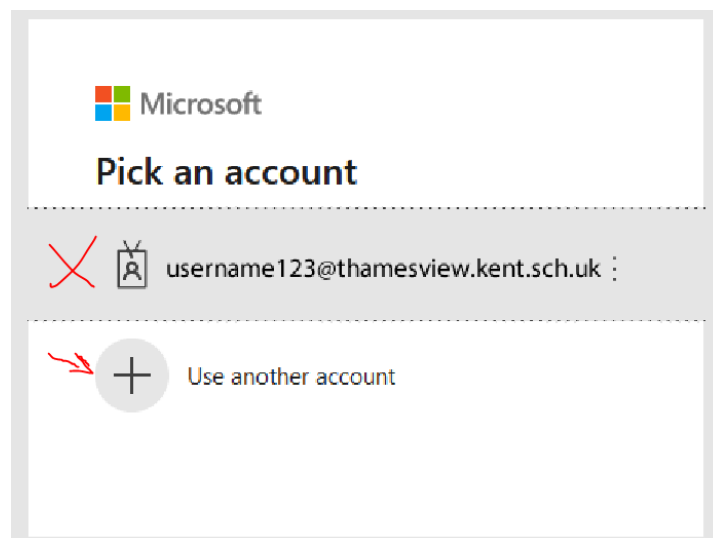
Task 2 – Install the new Microsoft Edge

Step 1. go to <https://www.microsoft.com/en-us/edge>

Step 2. Download and follow the installation instructions given by the installation wizard.

Step 3. Open Microsoft Edge and go to <http://login.microsoftonline.com/>

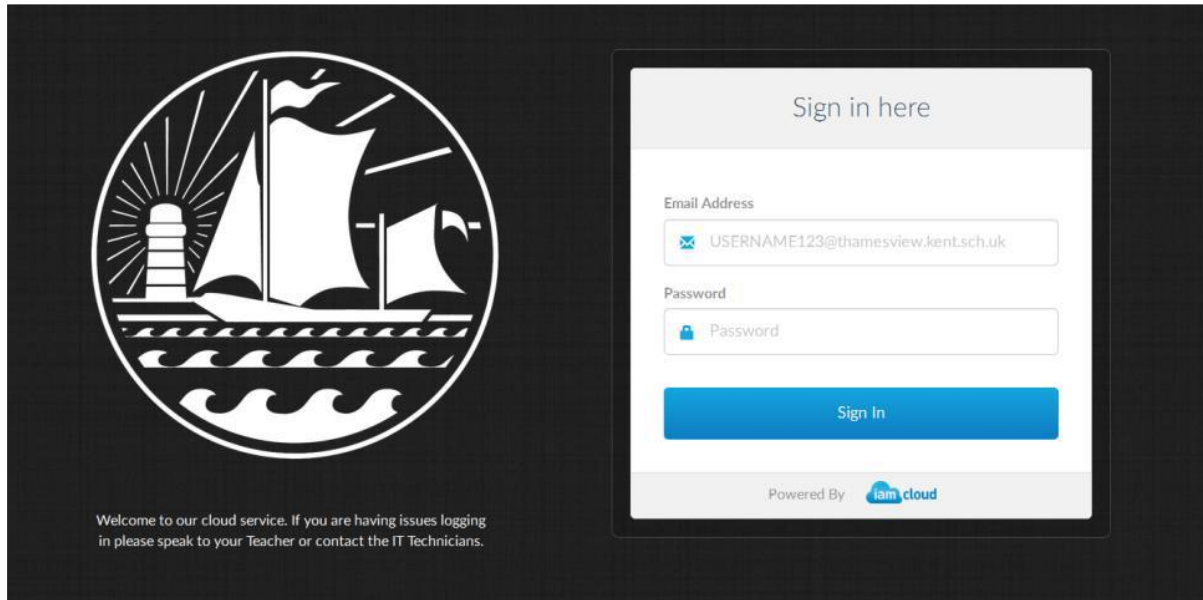
Step 4. If you are logged in automatically please log out, you will then see a page similar to the below, please click to **Use another account**



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Step 5. Enter your username, it is the same as your school computer login (e.g. username123@thamesview.kent.sch.uk)

Step 6. You will be forwarded to the following page, please enter your password; it is the same as your school computer password:



Step 7. Once you have logged in you should see the below page, from here you can access all of the features available in Office 365.

