



Troubleshooting Teams Issues on Macs

Please note that when using Teams for Mac OS, Office 365 / Office 2019 Apps require the following versions Mac OS: **Catalina, Mojave, High Sierra.**

Troubleshooting Tips:

- By far, the easiest way to use teams on Macs is through the **Google Chrome Browser**. If you don't have this browser on your computer, you can download it for free from the app store. **Teams is not fully supported** (e.g. calling and meetings feature) **in the Firefox and Safari internet browsers.**
- If you're having trouble logging into Teams from your Chrome browser, you may likely have a caching issue (meaning your computer is holding on to other login info from other sites you visit, ie. Yahoo, Facebook, etc.) To fix this, try clearing your cache (Learn how [here](#)) or restarting your machine.
- You can use your browser to open Teams by visiting <https://teams.microsoft.com>. Some users may be prompted to download the desktop app. If so, download the program using the link provided and then install it on your machine.
- When accessing Teams, or any district resource, always make sure your using your student's e-mail (57xxxxxxx@students.santarosa.k12.fl.us) and password.
- Note: On **Mac OS 10.11** you **can only use Office 2016**, for example: Office Home & Student 2016 for Mac / Office Home & Business 2016 for Mac. To use more recent versions of MS Office, update your OS.

Here is a [Link](#) to MS Office 2019 / Office 365 App requirements for Mac OS.

Microsoft also has published a list of known Mac issues [here](#).

If you are still experiencing issues after following this guidance, please let us know at doc@santarosa.k12.fl.us.

Thanks for your time and flexibility,

Santa Rosa County District Schools