

From: sarah.johnson@acmecompany.com  
To: ithelp@acmecompany.com  
Subject: Re: Unable to access Teams - Resolved  
Date: 2023-05-15 14:32:00

Thank you so much for your help! I can now access Teams without any issues. I appreciate your quick response and clear instructions.

-----

From: ithelp@acmecompany.com  
To: sarah.johnson@acmecompany.com  
Subject: Re: Unable to access Teams  
Date: 2023-05-15 14:15:00

Hello Sarah,

I'm glad to hear that clearing your browser cache and cookies resolved the issue. This often helps because it removes any outdated or corrupted data that might be interfering with the application.

For future reference, it's a good practice to clear your cache periodically, especially if you're experiencing issues with web-based applications like Teams.

If you encounter any further problems, please don't hesitate to reach out.

Best regards,  
Alex  
IT Support

-----

From: sarah.johnson@acmecompany.com  
To: ithelp@acmecompany.com  
Subject: Re: Unable to access Teams  
Date: 2023-05-15 13:58:00

Hi Alex,

I followed your instructions and cleared my browser cache and cookies. After doing that and restarting my browser, I was able to access Teams successfully. It's working normally now.

Thank you for your help!

Sarah

-----

From: ithelp@acmecompany.com  
To: sarah.johnson@acmecompany.com  
Subject: Re: Unable to access Teams  
Date: 2023-05-15 13:45:00

Hello Sarah,

I'm sorry to hear you're having trouble accessing Teams. Let's try a few troubleshooting steps:

1. Clear your browser cache and cookies. This often resolves issues with web-based applications.
2. After clearing, close all browser windows and restart your browser.
3. Try accessing Teams again.

If the issue persists after these steps, please let me know, and we'll investigate further.

Best regards,  
Alex  
IT Support

-----

From: sarah.johnson@acmecompany.com  
To: ithelp@acmecompany.com

Subject: Unable to access Teams

Date: 2023-05-15 13:30:00

Hello IT Support,

I'm having trouble accessing Microsoft Teams. When I try to log in, I get a blank screen. I've tried refreshing the page and restarting my computer, but the issue persists. Can you please help me resolve this?

Thank you,  
Sarah Johnson