GSD. MS Teams – Microsoft Teams stuck in a login loop in MS Edge

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General Information:

Possible symptoms/errors:

Microsoft Teams stuck in a login loop in MS Edge.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Issue is described as when user tries to sign in to Microsoft Teams using Microsoft Edge, the site keeps on looping on the login and they can never sign in. As per Microsoft, this issue occurs if user's organization uses Trusted Sites in Internet Explorer and does not enable the URLs for Microsoft Teams.

This article shows a guide on how to troubleshoot this issue.

Details:

1. In Microsoft Edge, advise the user to select Settings and more and then to click Settings.

2. In the Edge Settings window, ask the user to select Site permissions.

3. Under Site Permissions, ask them to select Cookies and site data.

4. Advise the user to turn on Allow sites to save and read cookie data (recommended) and to make sure Block third-party cookies is turned off.

Alternatively, user can follow step 5 if they need to keep third-party cookies blocked.

5. In the same window, under Site permissions/ Cookies and site data, under Allow, ask the user to select Add to add the following sites:

[*.]microsoft.com[*.]microsoftonline.com[*.]teams.skype.com[*.]teams.microsoft.com[*.]sfbassets.com[*.]skypeforbusiness.com

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A