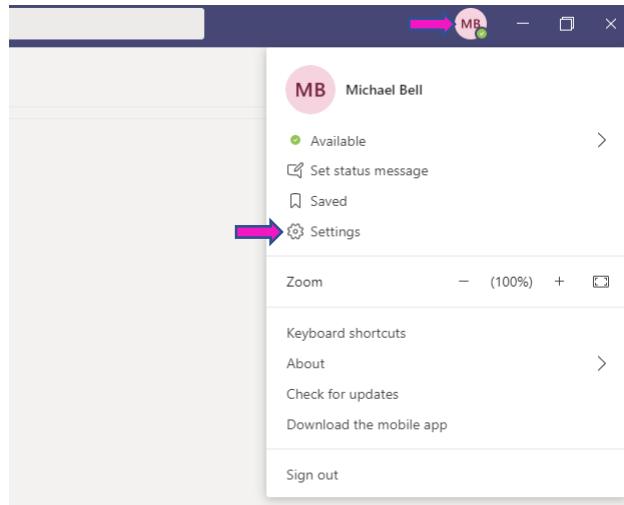


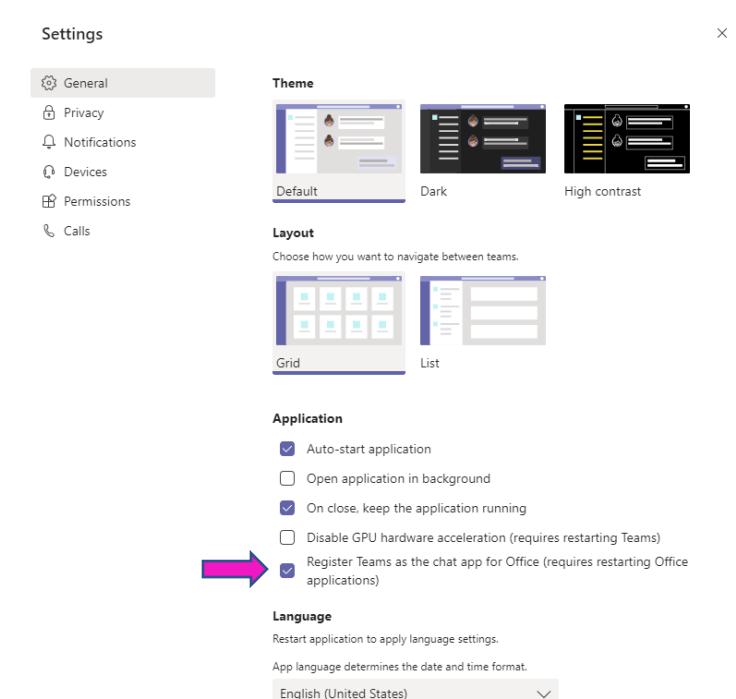
Fix Teams add-in for Outlook

If Outlook is missing the option to create a **New Teams Meeting** in your calendar, set Teams as your default chat program for Office.

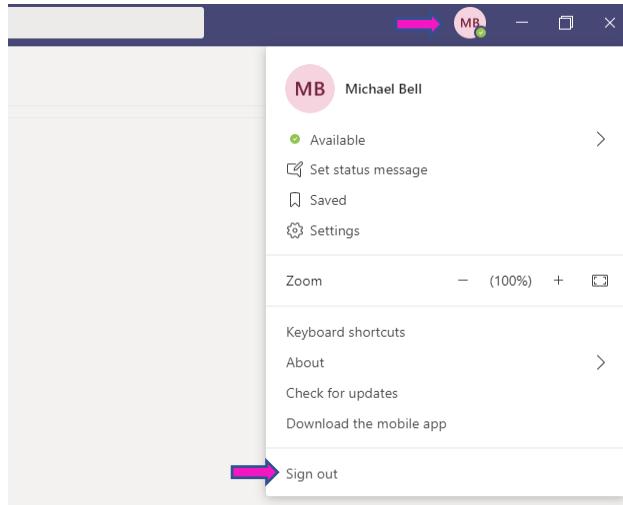
Open Teams, click your profile icon in the top-right, and select **Settings** from the drop-down menu.



Set Teams as the default chat app for Office (requires restarting Office applications) in settings by checking the **Register Teams as the chat app for Office** box.



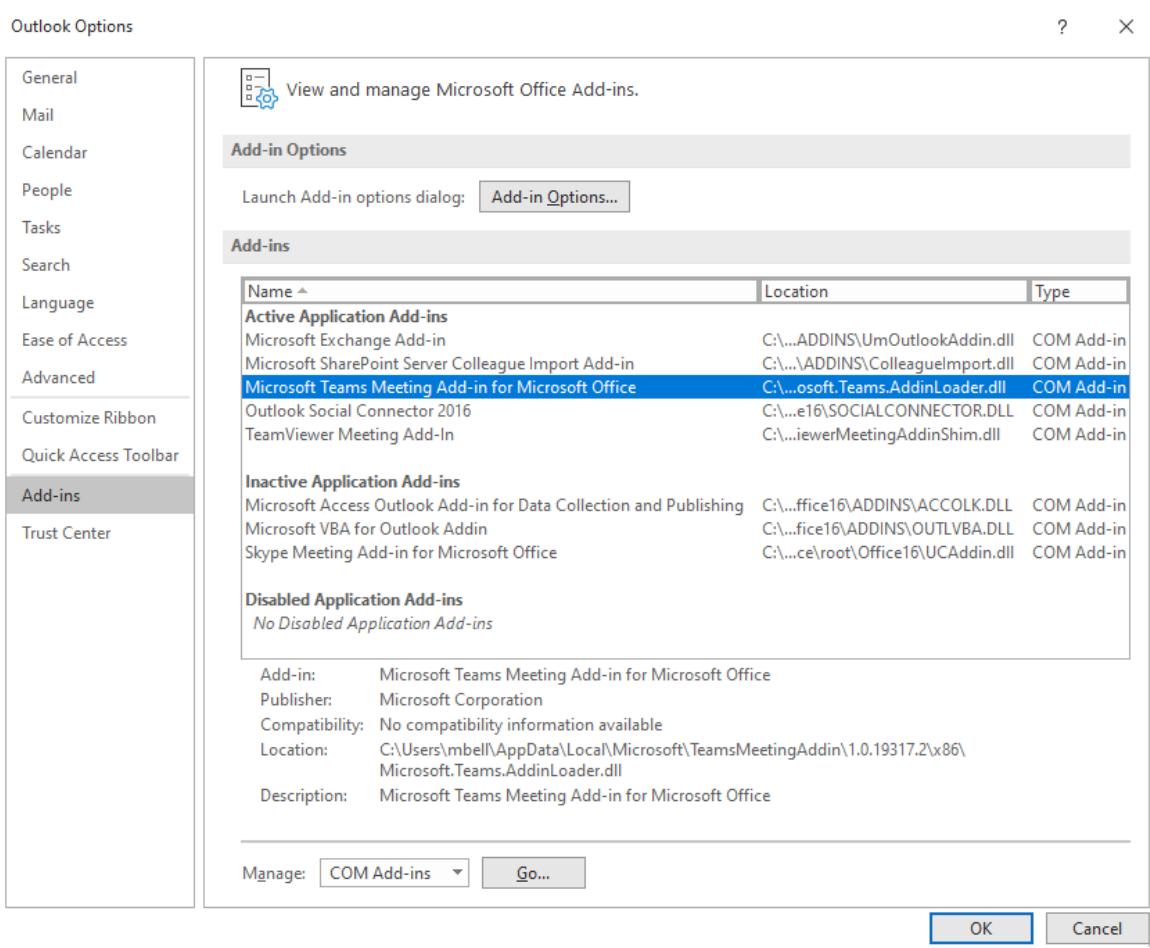
Sign out of Teams, close Teams and Outlook completely (check your icon tray to see if they're running in the background quit them if they are). A reboot will also work if you're not sure if they're closed.



Re-open Teams and Outlook. You'll be prompted to sign back into Teams, and the Teams add-in for Outlook should be loaded correctly. Your Outlook calendar will show **New Teams Meeting** at the top.

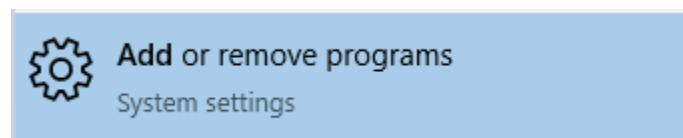
The image contains two side-by-side screenshots. The left screenshot shows the Microsoft Teams 'Welcome to Microsoft Teams!' screen. It features two cartoon avatars, one male and one female, and the text 'Welcome to Microsoft Teams! Chat and collaborate with your coworkers in one app.' Below this is a button labeled 'mbell@niagaracollege.ca'. The right screenshot shows the Microsoft Outlook calendar interface. The top navigation bar includes 'File', 'Home' (which is selected), 'Send', 'Folders', 'View', 'Help', and other icons. The main calendar view shows the week from March 15 to 21, 2020, for 'Washington, D.C.'. A specific event titled 'test;' is visible on Wednesday, March 18th, in the afternoon. A pink arrow points to the 'New Teams Meeting' button in the Outlook ribbon.

NOTE (College PCs only): If the Teams add-in doesn't load correctly (open Outlook, go to File, Options, Add-ins), the Microsoft Teams add-in will show as inactive, be missing, or have a blank location.

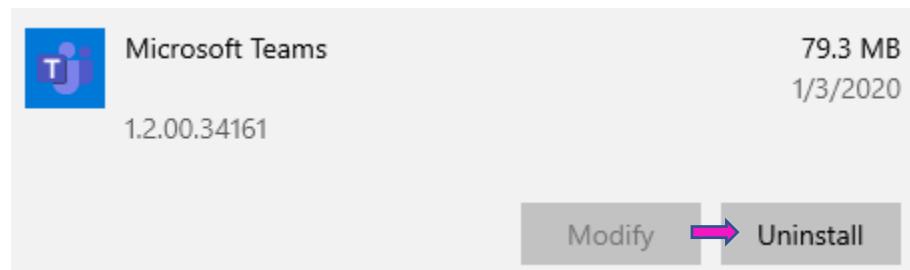


To resolve the add-in issue, you can uninstall Teams completely. Then reinstall a new version.

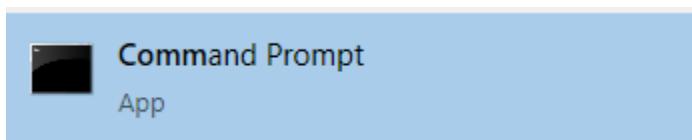
Go to **Add or remove programs** in System settings.



Uninstall Microsoft Teams.

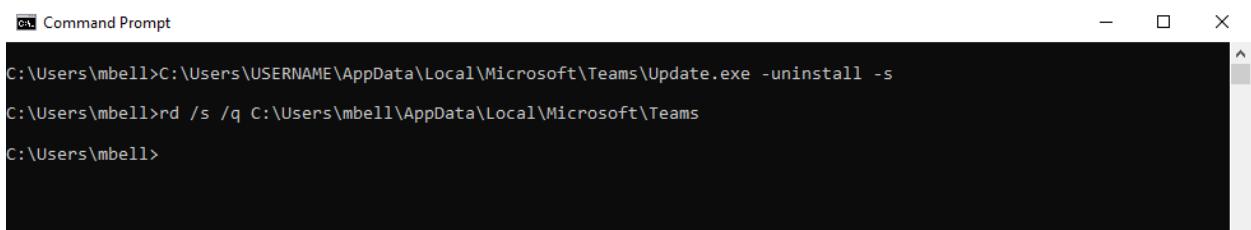


Open **Command Prompt**.



Type in the following commands (USERNAME is the user for the person having the Teams issue):

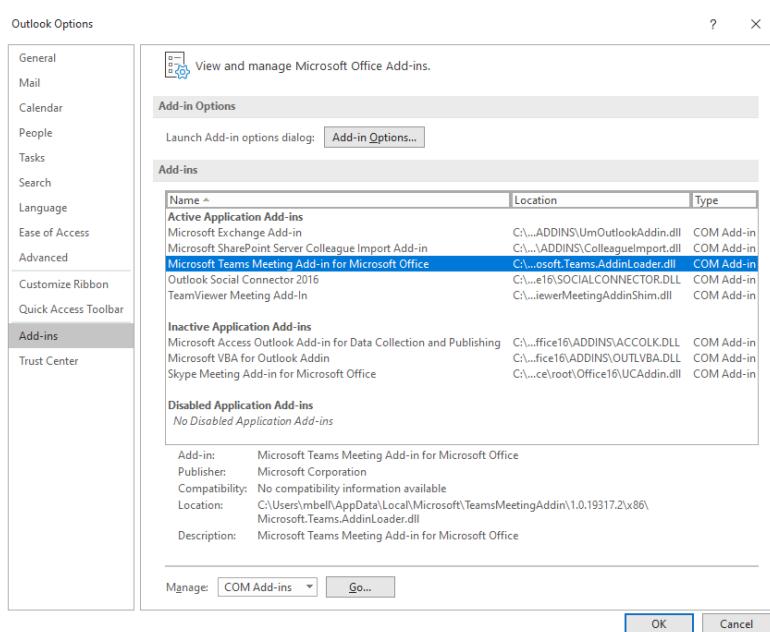
```
C:\Users\USERNAME\AppData\Local\Microsoft\Teams\Update.exe -uninstall -s  
rd /s /q C:\Users\USERNAME\AppData\Local\Microsoft\Teams
```



Teams will be completely uninstalled. Reboot the PC.

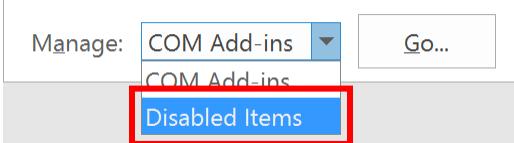
Make sure Outlook is closed when you boot back up, then download Teams here:
<https://products.office.com/en-ca/microsoft-teams/download-app>

Run the Teams installer, sign in and make sure Teams is set as the default chat option (see first steps of document). Open Outlook, and the Teams add-in should be working correctly.

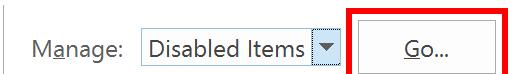


Enable Disabled Add-in

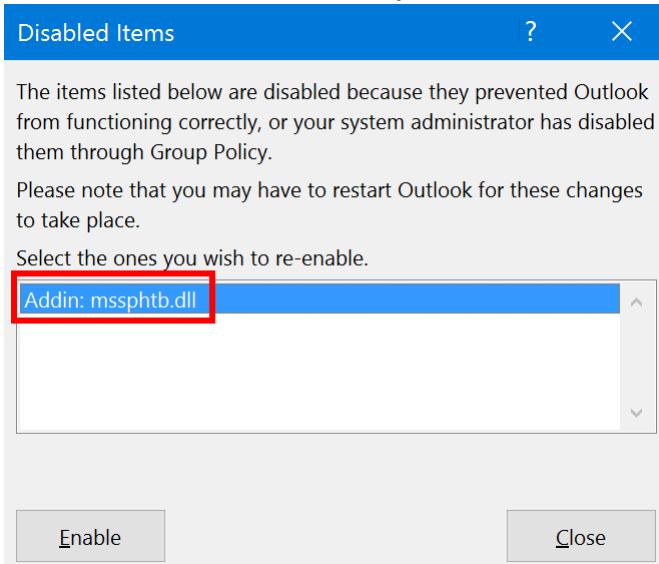
1. Select **Disabled Items** in the drop-down at the bottom of this window, next to the Go button.



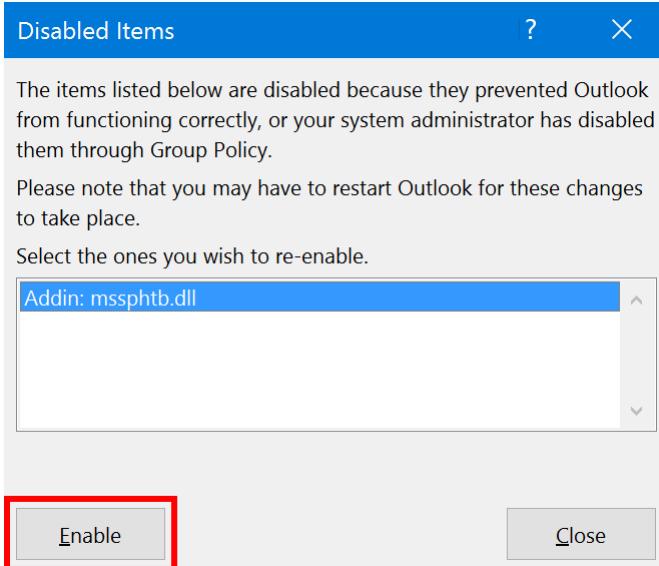
2. Click Go.



3. Select the Add-in which you would like to re-enable.



4. Click Enable in the lower-left corner of this window.



5. Restart Outlook. Close Outlook, wait for 5 seconds, then start it again.