

## Tab "Shared" in Microsoft Teams doesn't work or open

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### Keywords

microsoft teams shared tab sync

### Solution (public)

Currently, there is no definitive fix from Microsoft. The temporary workaround is to manually trigger the synchronization via SharePoint.

Follow the steps below:

Go to the relevant channel in Teams. Click at the top on "Open in SharePoint" (or open the underlying SharePoint site directly). Go to the "In channel library" (the channel's document library). Open a few folders. Click around in the different subfolders. Wait a moment so that synchronization restarts in the background. Then go back to Teams, log out, and reopen the "Shared" tab. In most cases, the tab will work correctly again afterward.

In most cases, these steps should fix the issue.

### Symptom (public)

The symptoms of this issue are:

The "Shared" tab (formerly "Files") does not open in the Teams channel. An error message appears when opening the tab. The page keeps loading without displaying any content. The folder structure or files are not visible. Users cannot open files via the Shared tab, even though they do exist in SharePoint.

### Problem (public)

Microsoft has renamed the "Files" tab to "Shared" within Teams channels. Since this change, some users have experienced issues when opening this tab.

Possible symptoms:

The "Shared" tab does not open. An error message appears, as shown in the screenshot below:

The content keeps loading without any result. Files and folders are not displayed.

This issue appears to be linked to a synchronization problem between Microsoft Teams and the underlying SharePoint site.