

Word, Excel & Microsoft 365 | Medium | 2 min read

Office will not open: how to repair it safely

If Word, Excel or Outlook crashes at start, freezes, or says it needs repairing, Windows has a built-in repair tool that is usually safe. It repairs the programs themselves and leaves your documents, emails and settings alone, although a full backup is always wise.

Try the simple things first

1. Close the program fully. If it seems stuck, press Ctrl+Shift+Esc to open **Task Manager**, find the program, right-click it, and choose **End task**.
2. Restart your computer.
3. Hold the Ctrl key while you click the Office app to start it in **Safe Mode**. Answer **Yes**. If it opens, an add-in may be the problem. Click **File, Options, Add-ins**, then at the bottom choose **COM Add-ins** from the **Manage** list and click **Go**. Untick any you do not recognise, one at a time.

Run Quick Repair

1. Open **Settings**, then **Apps**, then **Installed apps**. On Windows 10 it is called **Apps & features**.
2. Find **Microsoft 365** (or **Microsoft Office**) in the list.
3. Click the three dots, or select it, and choose **Modify**. Click **Yes** if asked for permission.
4. Choose **Quick Repair** and click **Repair**.

This takes a few minutes and works offline. Try opening Office again when it finishes.

If that does not work: Online Repair

Repeat the same steps but choose **Online Repair**. This takes longer, needs the internet and reinstalls Office, which fixes more problems. Leave the computer on and plugged in. Your files are not removed, but save and close everything first.

After the repair

Open an Office app and, if it asks, sign in. Then check **File, Account, Update Options, Update Now**, for the latest version.

What not to do

- Do not delete folders by hand from Program Files.
- Do not install Office from unofficial download sites.
- Do not uninstall Office until you know how to sign in again and where your licence is.

Common problems

- **Repair option missing:** your computer may be managed by your organisation.

When to get more help

If repair does not help, or you see error codes, contact us. Take a photo of the message to help us find the cause.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.