

Email & online accounts | Medium | 2 min read

Outlook will not open or is stuck on loading profile

When Outlook sits on "Loading profile" or will not open at all, the cause is often a small fault that a few simple steps can clear. Please work through them gently and in order.

Menu wording varies between versions of Windows and Office, so use the nearest match.

Step 1: Wait and restart

Give Outlook a couple of minutes, as large mailboxes can be slow. If nothing changes, restart the computer and try again.

Step 2: Check your internet

Open a web page to make sure you are online. Outlook cannot load a work or online account without a connection.

Step 3: Close any hidden copy of Outlook

1. Press **Ctrl + Shift + Esc** to open **Task Manager**.
2. Look for **Outlook** in the list.
3. Select it and click **End task**.
4. Open Outlook again.

Step 4: Try Safe Mode

Hold down the **Ctrl** key while clicking the Outlook icon. If asked whether to start in Safe Mode, choose **Yes**. If it opens, a faulty add-in may be the cause. In Outlook, look under **File** then **Options** then **Add-ins** to see what is installed, but do not remove anything you do not recognise.

Step 5: Install updates

Open any Office app, then look under **File** then **Account** for **Update Options** and **Update Now**.

Step 6: Try the repair tool

In Windows **Settings**, go to **Apps** and find **Microsoft 365** or **Office**. Choose **Modify** and then **Quick Repair**. Your emails stay in your account, but please check with us first if your email is stored only on this computer (a POP account or a local data file).

Please do not

- Delete the Outlook profile or data files unless an expert has confirmed your mail is safely stored online. Deleting them can lose emails.
- Reinstall Office without checking your licence details.

When to get more help

Contact us if Outlook still will not start after a repair, if it says a data file is corrupt, or if you are not sure where your email is stored.

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.