

MS OUTLOOK EMAIL UNRESPONSIVE/HANG – WORK AROUND

1. Problem Description

- Outlook stops responding
- Cannot click emails, folders, or buttons
- Outlook window shows "Not Responding"
- Emails cannot be sent or received
- Other applications may still work normally

2. Possible Root Cause

- Outlook loaded large number of emails (Send and Received)
- Internet connection is error/unstable
- Mailbox size is too large
- Too many applications are running at the same time
- Temporary Outlook software issue

3. Resolution

- Wait for few minutes for Outlook to load all unread email
- Close and reopen Outlook
- Check internet connection
- Restart the computer
- Close unnecessary applications

4. Steps of User Guide

Step 1 — Wait for Outlook

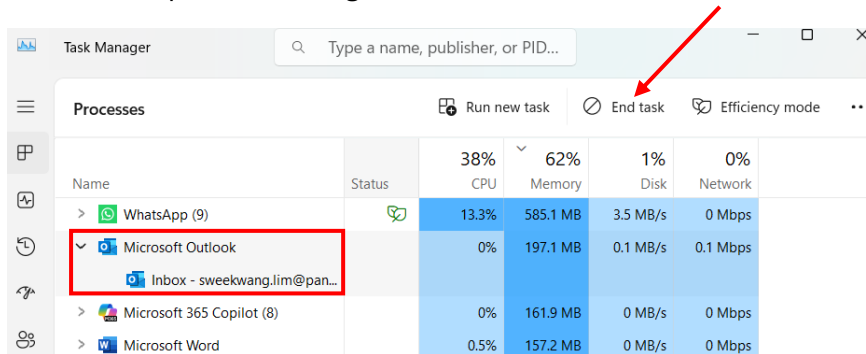
- Wait 2–5 minutes for new email loading.
- Check if Outlook becomes responsive again.

Step 2 — Check Internet Connection

- Verify the network connection.
- Test access any website from google chrome.
- If the website cannot load meaning network connection issue. Report to MIS to further troubleshooting.

Step 3 — Close and Reopen Outlook

- Press **Ctrl + Shift + Esc** to open Task Manager.
- Select **Microsoft Outlook process**.
- Click **End Task** to close outlook application.
- Re-Open Outlook again.



Step 4 — Close Unnecessary Applications

- Close Outlook application
- Save your work in other applications.
- Close programs that are not being used.
- Re-open Outlook again.

Step 5 — Restart the Computer

- Save all work and close all applications.
- Restart the computer.
- Open Outlook and check if the issue is resolved.

5. Escalate to IT Support If still not resolved

- Outlook continues to freeze after restart
- Outlook cannot be opened
- Error messages appear repeatedly
- Emails cannot be sent or received after troubleshooting
- The issue happens frequently and affects daily work