

UNABLE TO OPEN MS OFFICE APPLICATION – WORK AROUND

1. Problem Description

- Microsoft Word, Excel, or PowerPoint cannot be opened
- Application keeps loading after opens
- Loading screen remains displayed for a long time
- Application becomes unresponsive during start-up
- User cannot create or edit documents

2. Possible Root Cause

- Temporary Microsoft Office application issue
- Computer resources are overloaded
- Office application is not responding properly
- Windows requires a restart
- Background Office processes are stuck

3. Resolution

- Close the application and try again
- Restart the computer
- Reopen the Office application
- Contact IT Support if the issue persists

4. Steps of User Guide

Step 1 — Wait for the Application

- Wait 2–3 minutes.
- Check if Microsoft Word, Excel, or PowerPoint opens successfully.

Step 2 — Close the Application

- Press **Ctrl + Shift + Esc** to open Task Manager.
- Select the Microsoft Office application that is not responding.
- Click **End Task**.

Step 3 — Open the Application Again

- Open Microsoft Word, Excel, or PowerPoint from the Start Menu.
- Check if the application opens normally.

Step 4 — Restart the Computer

- Save any unsaved work in other applications.
- Restart the computer.
- Open the Microsoft Office application again.

5. Escalate to IT Support If still not resolved

- The application continues loading and never opens
- Multiple Microsoft Office applications are affected
- Error messages appear when opening Office applications
- The issue remains after restarting the computer
- User cannot access Microsoft Office applications required for work