

# How to Fix the Error "Outlook Stuck in Offline Mode"?

Why is Outlook Stuck in Offline Mode?

Outlook may get stuck in offline mode due to one or more of the following reasons:

- **Problem with the Mail Server**
- **Issue with the Internet Connection**
- **Account Configuration Issue**
- **Damaged or Corrupt Outlook Profile**

## Methods to Resolve Outlook Stuck in Offline Mode Error

You can follow these methods to troubleshoot and resolve the Outlook stuck in Offline Mode error. These methods work in Outlook 2010, 2013, 2016, and 2019.

### Method 1: Reset 'Work Offline' to Reconnect

The **Work Offline** option is available under the '**SEND/RECEIVE**' tab in Outlook. Click the 'Work Offline' option to reset work offline mode and reconnect to the Exchange or mailbox server.

Check the status. It should reconnect to the server and display Connected: Exchange Server or similar status in the status bar. If not, check the internet connection and then retry.

### Method 2: Check and Install Pending Updates

Sometimes, updates can also lead to certain issues with the programs installed on Windows OS. Therefore, if there are any pending updates related to MS Office or Outlook, you should check and install them.

However, if you are experiencing the issue after installing the updates, revert or uninstall the

updates and check your Outlook.

### **Method 3: Create a New Profile**

To fix the Outlook stuck in offline mode error, you can also create a new Outlook profile. The steps are as follows:

- In Outlook 2010, 2013, 2016, or 2019, click **File > Account Settings > Manage Profiles**.
- Click **Show Profiles > Add**.
- Enter the profile name and click **OK**.

### **Method 4: Start Outlook in Safe Mode**

Outlook Safe Mode can help troubleshoot and fix the Outlook stuck in offline mode issue as it prevents any add-in from interfering with the normal Outlook operations.

The steps are as follows:

- Close Outlook.
- Press **Windows+R** keys, type **Outlook.exe /safe**, and press '**Enter**.' This will launch Outlook in safe mode.

*However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and they will be happy to help you.*

*Email: [support@restoro.com](mailto:support@restoro.com)*

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