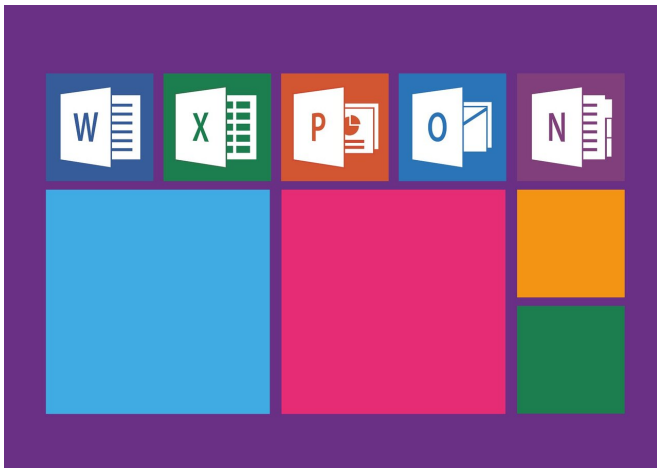


Microsoft 365 including Outlook email, Word, Excel and Teams hit with massive outage

29 September 2020, by Mike Snider, Usa Today



Credit: Pixabay/CC0 Public Domain

You're not the only one experiencing issues with Microsoft Office.

Microsoft 365 was down Monday evening, affecting [users'](#) new access request to multiple services including Outlook, Word, Excel and Microsoft Teams.

"We're investigating an issue affecting access to multiple Microsoft 365 services," the Microsoft 365 Status account tweeted Monday at 5:44 p.m. ET. "We're working to identify the full impact and will provide more information shortly."

"Users may be unable to access multiple Microsoft 365 services," the software giant posted on its Office status website.

The company determined that a specific portion of its infrastructure was not processing authentication requests in a timely manner. "We're pursuing mitigation steps for this issue," the status update

said.

Microsoft Office program users who were already logged in would be able to continue their sessions, the company confirmed.

Microsoft Office outage reports began coming in at 5 p.m. ET Monday at online traffic site DownDetector. Some users began reporting a return of [service](#) about 8:30 p.m. ET on the site.

The outage stopped work for some, but created more work for some: IT specialists. "The #Office365 outage is generating tickets like crazy," tweeted one. "I have just told 5 people in a row: 'No I cannot fix it. Microsoft is working on it.'"

But others on Twitter had fun at Microsoft's expense. "There's a global 365 outage affecting [microsoft outlook](#), i guess we won Monday after all."

Another Twitter user posted an a global outage map, noting "The Microsoft 365 Azure Outage isn't that bad, it's only down in places with people that are awake."

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