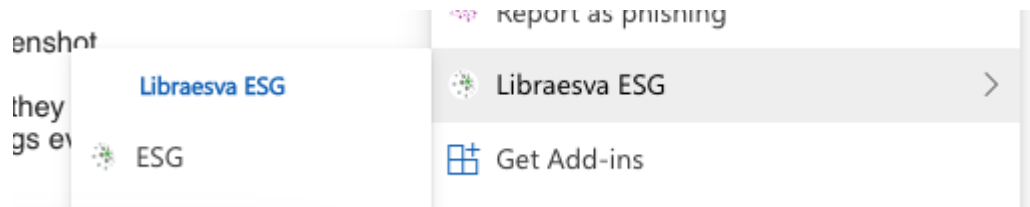# Outlook add-on stuck on "Loading Emails"

PROBLEM
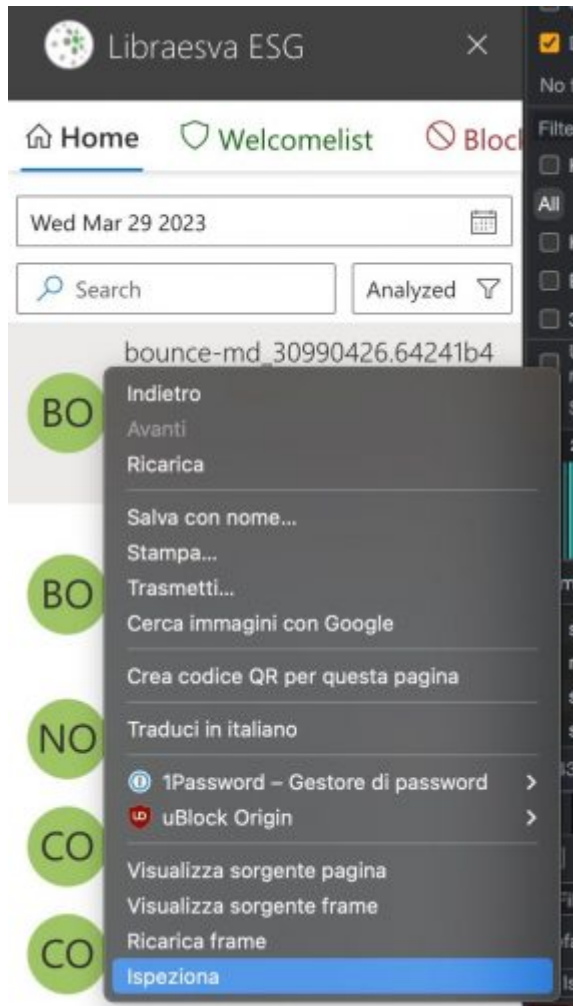
The add-on in Outlook remains permanently on "Loading Emails."

SOLUTION

1. Log into page https://outlook.office.com

2. Select at least a message and try to open the Libraesva ESG plugin

3. Click on right button on the page and select last choice "inspect"

4. Switch to "console" section and add those two commands:

    1. `Office.context.roamingSettings.remove('esg-outlook-add-in-data')`

    2. `Office.context.roamingSettings.saveAsync()`

5. Reload the page

All information about authentication has been now completely cleared.

SOLUTION (if first one not working)

Reinstall completely the plugin using a different AppId (from XML file)