

# Outlook: Fixing Attachment Drop-Down Issue

This article explains how to fix the error in Windows Outlook where the drop-down menu for attachments disappears when clicked, preventing users from attaching files through this method.

Overview: This glitch is easily fixed by signing out and back in to your Office 365 account following these directions

## Step 1. Sign out of your Outlook Account using the following steps:

1. Open Outlook and click **File** in the top left.
2. Click **Office Account** on the left-hand sidebar.
3. Press Sign Out under the "User Information" section.

## Step 2. Close Outlook by pressing the "X" in the top-right corner of the window.

## Step 3. Reboot your computer completely.

## Step 4. Open the Outlook application and sign in to your account using the following steps:

1. Open Outlook and press on the **File** in the top left.
2. Press on **Office Account** on the left-hand sidebar.
3. Press **Sign In** under the "User Information" section.
4. Use your WSU credentials to sign-in to Office 365.
5. Once authentication website opens, use your WSU credentials to sign-in.