

**Q: I have a frozen screen in Banner 9 Essentials. What should I do?**

A: If your screen freezes and you are unable to "Close" your page, "Start Over" or "Sign Out," try the following:

- Reload/Refresh your page by:
  1. Press the CTRL button & F5 button simultaneously.
  2. Press the CTRL button and Refresh icon on your browser menu.
- If the above steps don't work, [clear your cache](#) and try using Banner 9 Essentials again.
- If your screen is still frozen in Banner 9 Essentials, call HU Help desk for assistance.

In Chrome – Go to the top right, click on the three dots

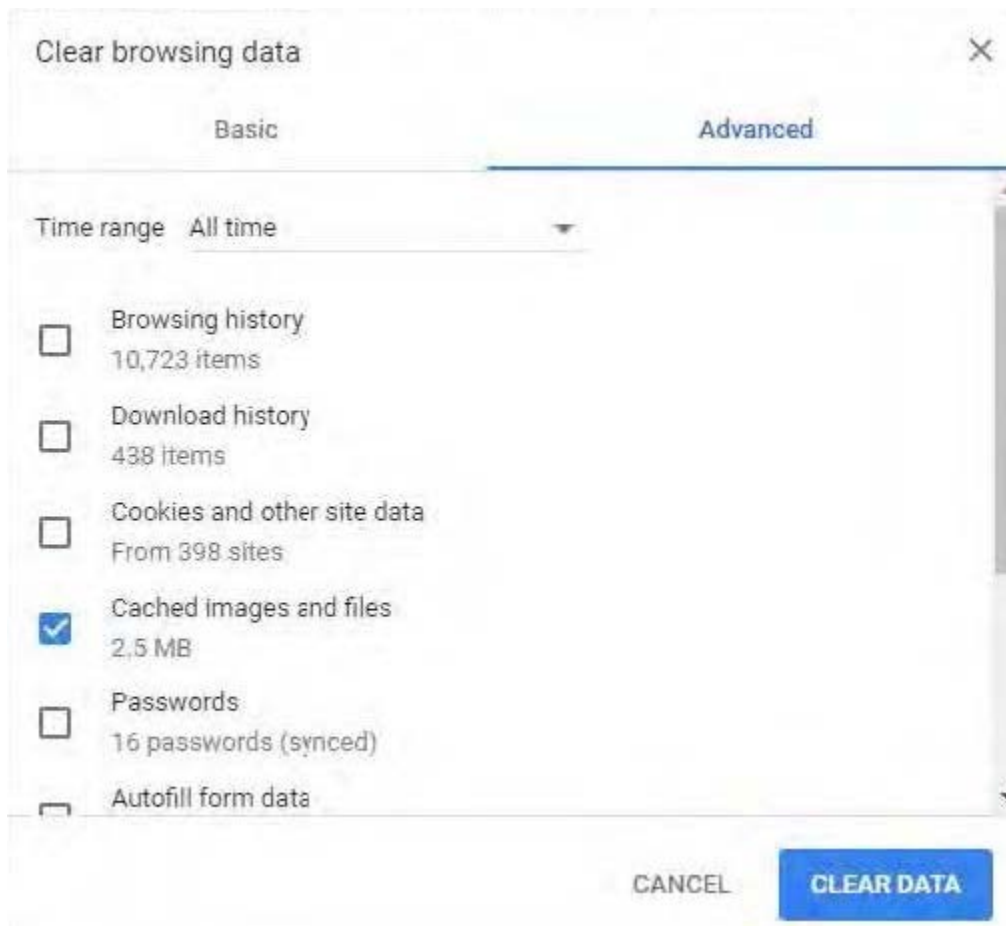
Choose **Settings**. In the search box, type **CACHE**

The last item on the results page is what you need to choose:

**Clear browsing data**

Clear history, cookies, **cache**, and more

Make sure "Cached images and files" is checked as shown here (you can have more checked if you like):



Then click "Clear Data" and try Banner again.