



## **FROZEN SESSION SCREEN ISSUES**

This self help guide will help you resolve “Frozen Screens” when you are accessing your hosted services provided by The Solutions Team. Using this guide will save your valuable time and improve your service experience.

What is a “Frozen Screen”? A “Frozen Screen” is when the online session appearing on your monitor is stuck and you cannot make it do anything. This may happen for many reasons – Internet failures, Workstation issues, etc. A “Frozen Screen” may also be caused by clicking the same application (while trying to open it) multiple times. Please, just click the application icon one time.

If you do not sign out properly from an online session, it can result in a “frozen Screen”.

While we cannot fix Internet failures, we can show you how to recover / prevent “Frozen Screens” due to lack of proper sign out.

### PREVENTION –

1. Many are tempted to click the red X at the top right of your screen



2. If you are trying to log out of the application, this is NOT the optimum method of logging out.

### SIGN OUT –

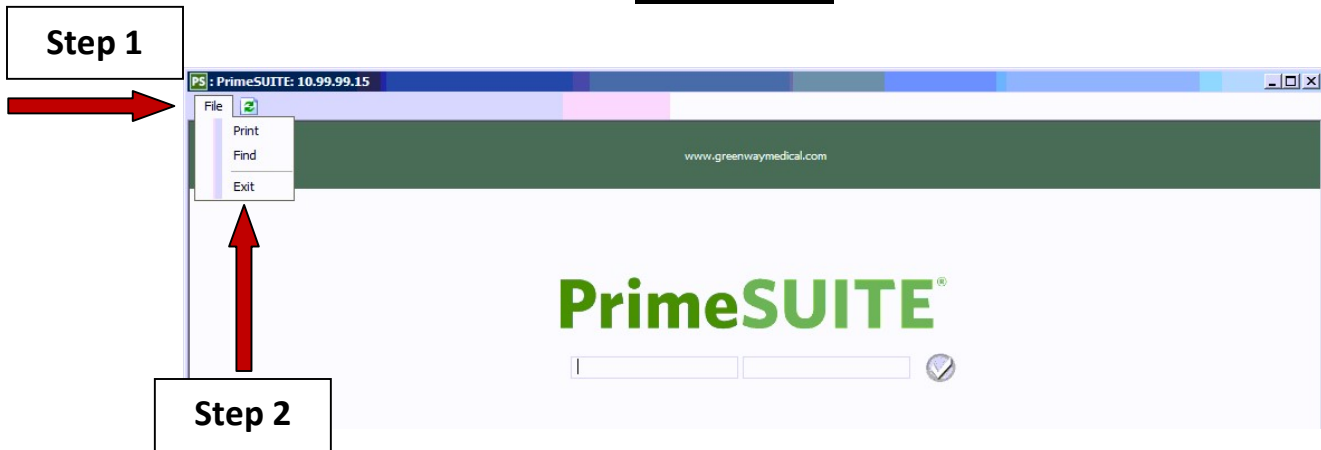
Preferred Sign Out Method – See FIGURE I below

1. Go to the top left corner of your screen
2. Click “File” (Step 1)
3. A dropdown list will appear
4. Near the bottom of the dropdown list is “Exit”
5. Click “Exit” (Step 2)



6. You are now logged out of the software / application that you were using

**FIGURE I:**



For further information or for additional assistance, please contact your Solutions Team assigned Business Consultant or you may reach us at 877-226-9478 / [info@mysolutionsteam.com](mailto:info@mysolutionsteam.com).

Thanks in advance for allowing us to help you.

The Solutions Team.