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.