When an App Freezes

Every app locks up once in a while. The spinning rainbow ball appears, nothing answers, and clicking harder does not help. Do not unplug the Mac — there is a proper way to end it.

Step one — try quitting nicely

Press Command-Q, or click the app's name in the menu bar and choose Quit. Give it a minute — it may finish what it was doing and close on its own.

Step two — Force Quit

Press Option, Command, and Esc together. A small window lists your running apps. Click the frozen one, then click Force Quit. (You can also get there from the Apple menu → Force Quit.) One heads-up: anything you had not saved in that app is lost — which is exactly why the gentle quit comes first.

If the whole Mac is frozen

Try the Apple menu → Restart. If even the menu will not open, hold the power button for up to 10 seconds until the Mac turns off, then press it once to start back up. This is the last resort, not the first move.

When to call Sean instead

- The same app freezes every day — that is a pattern worth fixing.
- The whole Mac freezes several times a week.
- After a force quit, your files look wrong or missing.

Need a hand? Call Sean at **(813) 770-6082**.