

# Quick How-To: Restart or Reset a Frozen App

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## Who is this for?

This guide is for anyone who opens an app and it stops working, freezes, or won't close properly.

## Step-by-Step Instructions

### Step 1: Close the App Completely

- On phones, swipe up from the bottom and swipe the app away.
- On computers, click the 'X' or use Task Manager (Ctrl+Alt+Delete).

### Step 2: Reopen the App

- Wait a few seconds, then tap or double-click the app again.
- See if it works normally now.

### Step 3: Restart Your Device (if needed)

- If the app still won't work, restart your phone or computer.
- This often fixes temporary glitches.

### Step 4: Update or Reinstall the App

- Go to the app store and check for updates.
- If needed, uninstall and reinstall the app to get a fresh version.

## You Did It!

You've restarted or refreshed your app—it should be working better now.