

# Screen locked up

## The Precinct Atlas

### The problem

If a precinct official complains that the computer screen is “locked up” and won’t respond to mouse clicks, they have likely clicked outside the active window onto an inactive window. When this happens the slightly smaller active window “hides behind” the larger inactive window

In the graphic below the active Voter Address Search window (dashed line) is superimposed over the inactive Voter Name Search window (solid line). Clicking outside the dashed border will hide the active window and display the inactive window in which clicking the mouse has no effect. This can happen easily if the screen resolution is not set to 1024 x 768 pixels. It can even happen at that correct resolution setting; however, the area outside the dashed border will be much narrower.

### The solution

Look at the task bar buttons on the bottom task bar. Click on one at a time until your active window appears. If you have only one task bar button, click on it and then click on one of the buttons that display above it.

