

Mac & Chromebook | Easy | 2 min read

Mac: how to close a frozen app (Force Quit)

When an app stops responding, you can close it without restarting your whole Mac. This is called Force Quit. It is safe, but unsaved work in that app will usually be lost.

First, be patient

Give the app a minute. Apps sometimes appear frozen while they are busy saving or loading. Try clicking once on the desktop, then back on the app.

Force Quit from the keyboard

1. Press **Option, Command and Esc** together.
2. A small window called **Force Quit Applications** opens.
3. Click the app that says it is not responding. It often shows in red.
4. Click **Force Quit**, then confirm.

Force Quit from the Dock

Right-click or hold Control and click the app's icon in the Dock. Hold down the **Option** key and the menu changes from Quit to **Force Quit**. Choose that.

Force Quit from the Apple menu

Click the **Apple menu** in the top left and choose **Force Quit**. Choose the app from the list.

After the app closes

Open it again. Many apps such as Pages and Numbers offer to recover your last saved version. If the app freezes every time, restart your Mac and check **Software Update** in **System Settings, General**.

If the whole Mac is frozen

If the screen will not move at all, hold down the power button for about 10 seconds until it switches off. Wait a moment, then start it again. Use this only as a last resort, as unsaved work may be lost.

Prevent it happening again

- Save your work often.
- Keep apps and macOS updated.
- Avoid having too many large apps open at once.

When to get more help

Contact us if the same app keeps freezing, if Force Quit does not work, or if the whole Mac freezes every day. It could mean a faulty app, low storage or a hardware fault.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.