

The hourglass issue

The hourglass issue can sometimes cause problems for users. It happens when one window that is expecting an **OK** or **Cancel** gets left behind other windows, thus never getting what it wants. This is indicated by the cursor turning into an hourglass. This document explains how to resolve this situation.

lose

683

lose

Student Records - Aklah, Rogan

File Student View Help

Assessments

Exams | Choices | Notepads | Custom Fields | Transportation | Library | Discipline | Locker

Biographics | Family/Contacts | Emergency | Enrollment | Attendance | History | Timetable | Achievement

Mailing Address: & THERESA Kalluk, 736 General Delivery, PO BOX 6132, Coral Harbour Alberta NGH 5L8 (519) 787-9803

Custody: Special Custody? No, Custodian: None, Lives With: Mother, Legal Guardian: None

Parents: Kalluk, THERESA Aklah

Emergency:

Name Custody Pnt

Edit the displayed information

3/2015 04:09 PM

Edit Bio. - Aklah, Rogan (Ro...)

Date of Birth: 09/10/2001, Gender: Male

This Year: Grade: 8, Homeroom: 8 8 Bruce, Jacob Mr., Advisor Group: Not Assigned

Next Year: Grade: 9, Homeroom: NA NA Not Assigned, Advisor Group: Not Assigned

Defined Characters:

OK Cancel

In this example, the user has clicked **Edit** on the Biographics tab to set the Homeroom. You can see the Edit window here: its' the smaller window in front.

This window needs the user to press **OK** or **Cancel** or the **[x]** in the corner.

Pay attention to these guys. These yellow symbols indicate that there are **three** windows open right now: Maplewood for Windows (1), Student Records (2) and the Edit window (3). This is consistent with what we see.

tember 03, 2014 (Semester: 1) (Normal Day)

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Maplewood News Centre Close

Student Records - Aklah, Rogan

File Student View Help

Aklah, Rogan

Letters: **AJP** **2005364**
Status: **This Year and Next Year**
Home School: **Yes**
Alberta Student Number:

No Picture
(Click here to add a picture)

Birthdate: **09/10/2001** Age: **13**
Gender: **Male** Grade: **8**
Def. Chars:
Homeroom: **8 8**
Bruce, Mr. Jacob
Ethnicity: **Inuit**

Step To Another Student:
Alphabetical
Previous Next Select

Assessments

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Mailing Address:
& THERESA Kalluk
736 General Delivery
PO BOX 6132
Coral Harbour Alberta N6H 5L8
(519) 787-9803

Custody:
Special Custody? **No**
Custodian: **None**
Lives With: **Mother**
Legal Guardian: **None**

Parents:
Kalluk

Emergency:

THERESA Aklah

This Year:
Homeroom: **8 8**
Bruce, Mr. Jacob
Advisor Group:
Not Assigned
Grade: **8**

Next Year:
Homeroom: **Not Assigned**
Advisor Group:
Not Assigned
Grade: **9**

Name Custody Print Edit

Edit the displayed information 04/23/2015 04:12 PM



If you click outside the Edit window on the background, the Edit window will disappear *behind* it. It is still waiting for OK or Cancel but you have lost it behind the other windows. **The cursor turns into an hourglass and it seems like the system has frozen.** It hasn't: you just have to bring the Edit window back and click OK or Cancel on it.

As you can see, there are still three open windows but you are only seeing two – not consistent with what we see. **Click on the one on the right here and it will bring the Edit window back. Then click OK or Cancel.**

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Administration Date: **Wednesday, September 03, 2014 (Semester: 1) (Normal Day)**

