

## My screen freezes when Java pop-up message appears.

This message may appear if you have 2 computer monitors.

It may be the case that the Callista bubble screen is opening on one monitor and the Java pop-up message below is opening on a *different* monitor.

In this case, close everything and re-open the Callista bubble. Ensure that you drag any Callista pop-up screens/applications so that they appear on the *same* screen.

Dear Callista Support team,

I am having trouble logging in Callista. I can not enter the page where we enter Username and password .Below is the screenshot where my screen freezes and I am not able to click anywhere.

