

My Desktop icons are missing. How do I get them back?

If you're missing icons like **Banner** or **OnBase**, you may need to **refresh ZenWorks**, which places these icons on your Desktop. These are any icon with a **small Z** in lower left corner. To refresh ZenWorks, please follow these steps:

1. Locate the **ZenWorks icon** in **lower right** of your screen, in the Taskbar's **Notification Area** (it will be a **greenish-blue circle**).



2. **Right-click** on the ZenWorks icon.
3. From the menu that pops up, left-click **Refresh**.

If this does not work, you may be able to restore these icons by logging out of ZenWorks and logging back in. To do this, please follow these steps:

1. Locate the **ZenWorks icon** in **lower right** of your screen, in the Taskbar's **Notification Area** (it will be a **greenish-blue circle**).



2. **Right-click** on the ZenWorks icon.
3. From the menu that pops up, left-click **Logout**. ZenWorks will log you out. This may take a moment. Any ZenWorks icons will disappear.
4. **Right-click** the ZenWorks icon again
5. Left-click **Login**.
6. A **Login** screen will pop up. Enter your **Universal Login** information here and click **Okay**.

If your icons still do not appear, restart your computer.

If the problem persists, please call the Help Desk at 567-661-7120.

Article ID: 465

Last updated: 27 Feb, 2014

Revision: 4

Information Technology Services -> ZENworks -> My Desktop icons are missing. How do I get them back?

<https://www2.owens.edu/faq/entry/465/>