If Kronos session seems hung up (...for example Java apps not loading properly, indicated by the “bottom half” of the screen not being drawn), try using the “Log Off Citrix Sessions” option.

(To add the link to your screen, start typing “log” in the upper right corner of the screen, wait for the “Log Off Citrix Sessions” link to appear, and then click the “link”. Once the shortcut has been added, click it to launch the process)
Click the “OK” box to acknowledge the popup box which appears.

Retry starting up Kronos again from the “Kronos Access” Citrix desktop icon.