Session Expired - Resolving Session Expiry in your Browser

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Issue:

I'm seeing the "Session Expired" or "Your Session Has Expired" Error every now and then when using Order Time

Solution:

This is usually caused due to inactivity in the system, but there can be other reasons, explained below.

- **Inactivity**
  - If you have not been doing anything on the page for a set length of time (often 10-30 minutes), the server times out your session. Inactivity timers were created for security reasons and to help increase the overall speed of the web page. For example, if you were browsing the page and got up to leave, you'd need to log in again and create a new session when you returned.

    Can I increase the length of time a session expires?

    A website session duration is measured and managed on the server, not on your computer. Therefore, you cannot modify the remaining time of a web session.

- **Unstable Internet connection or disconnects**
  - If your Internet connection is unstable, periodically disconnecting and reconnecting, it can cause a website session to expire. When the Internet connection is lost the website connection can be terminated, resulting in a session expired message if you try to access any page after the Internet reconnects.
- **Date or time not correct**
  - Make sure the date and time are properly set on your computer. An incorrect date or time on your computer can cause reconciliation issues between the website and your computer, and can cause the session to expire.
- **Cookies**
  - If you're browsing anonymously or your Internet browser does not have cookies enabled, it causes many sessions to fail. Make sure Internet cookies are enabled in your browser.

- **Firewall or proxy**
  - If you're connecting to the Internet behind a firewall or through a proxy, that might restrict or prohibit the session from being established. If a session is not established, you can get a session expired message immediately or very shortly after connecting to or logging in to a website.
- **Virus or malware**
  - If your computer is infected with a virus or malware, it can cause problems with establishing or keeping an active session on a website. Make sure you have an antivirus program installed, fully updated, and run a scan to remove any viruses or malware found on the computer.
- **Reference this URL to learn more about each of these**

As always, if you require assistance email us at support@ordertime.com