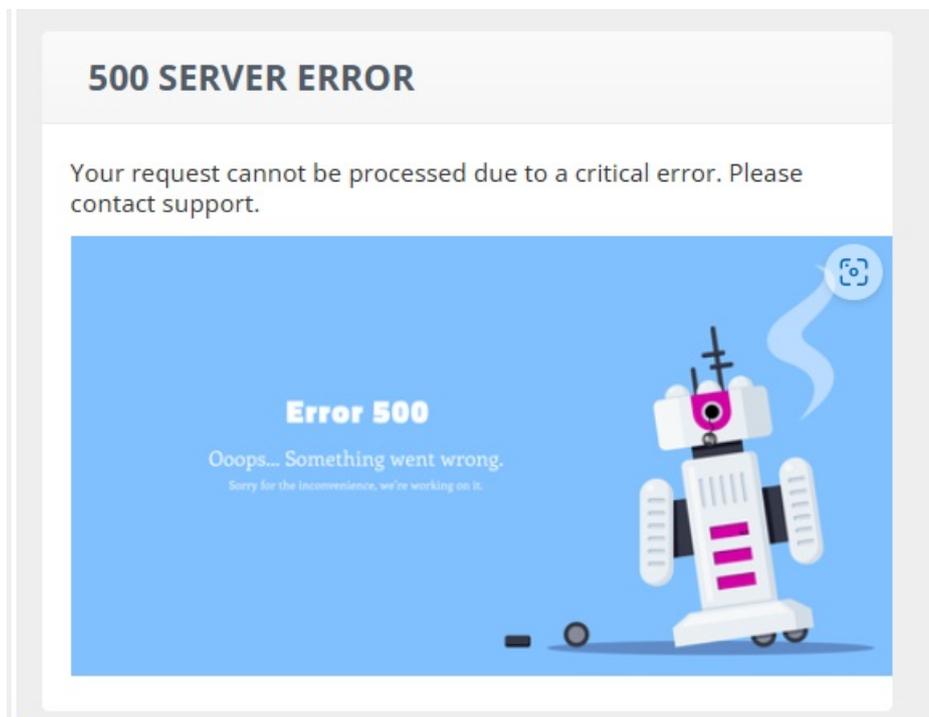


500 Server Error - Your request cannot be processed due to a critical error. Please contact support.

Last Modified on 12/12/2023 6:43 pm EST

Overview

There are occasions when you may encounter a “500 Server Error” message. The message appears like this:



Why does it occur?

This is an issue with the AWS load balancer that we are currently investigating.

Common ways to get around it

- **Solution 1**
 - Simply hit the **back button** on your web browser and then try to do what you were doing once again.
 - Hitting the back button will return you to a fresh server.
- **Solution 2**
 - Click the Order Time Logo in the top-left

- This will send you back to the login page
- Re-login and return to the page you were on
- **Solution 3**
 - Log out of Order Time (if not logged out already)
 - Close your browser
 - Reopen your browser
 - Log back into Order Time

You may need to repeat the above a few times. Once you are in your file, you will not get the error. We apologize for the inconvenience and we are actively seeking a resolutions.



If the above did not solve the issue, please see [the other solutions](#).