



**-- Timeout or date format error --**

The system behaviors described are typically associated with problems with the user's web browser. Please review the following.

**1. Ensure that you have only one browser session open**

Do you have more than one session open in the application (e.g. two Internet Explorer windows open both logged into the application - either the same username or different usernames)? If so, please ensure that you have only one browser session open in the application at any one time and try the process again. Because of the way Internet Explorer treats session variables which control many elements in the application, users cannot have more than one session open at any one time.

**2. Close all application-related browser windows, check browser settings, clear the browser cache, and re-start the browser**

Please follow the steps outlined below to ensure that your browser is checking for the most updated page every time and then clear your temporary files cache in IE.

**\*\*Before proceeding with the steps below, close any browser windows related to the application.\*\***

**Ensure that IE is set to check for new pages every time**

1. In Internet Explorer, go to Tools>Internet Options
2. On the General Tab, in the Temporary Internet Files section, click on Settings.
3. Ensure that "Every visit to the page" is selected.
4. Press OK and OK again

**Clear your browser cache:**

***In IE6***

1. In Internet Explorer, go to Tools>Internet Options
2. On the General tab, in the Temporary Internet Files section, press the Delete Files button to clear your browser disk cache
3. Check the "Delete all Offline Content" box
4. Press OK and OK again

***In IE7***

1. In Internet Explorer, go to Tools>Internet Options
2. On the General tab go to the Browsing History section
3. Click Delete and then on the next screen click "Delete files"



4. Press OK and OK again

***In Firefox***

1. In Firefox, go to Tools>Options
2. In the left column, select Privacy
3. To the right of “Cache” click the Clear button
4. Press OK

Once you have completed the above, close the web browser completely (i.e. all browser windows), restart the browser and log into the application again.

**3. Additional issues**

**Back button**

Are you using the browser’s Back button to navigate through the application? Users should use the navigation provided within the application rather than navigation from their browser in order to ensure that their activity is properly tracked.

**Pop-up blockers**

Do you have any pop-up blocking software or other security applications installed on your local machine? Such third party applications may interfere with the normal operation of the online application. Please review the attached document outlining suggested configuration settings for popular third party security applications. [\[ATTACH popup\\_blockers\\_settings.pdf\]](#)