

# Session Expired

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In some cases, users get the error message that the session is expired. In many cases this appears due to a faulty cookie in the browser. To fix this error you can either clear the cookies and cache or open the browser in an incognito window / private window.

## Clear browser chache

[Firefox](#)<sup>1</sup>

[Google Chrome](#)<sup>2</sup>

[Microsoft Edge](#)<sup>3</sup>


[MAC / Safari](#)<sup>4</sup>

[MAC / Google Chrome](#)<sup>5</sup>

## Open a new incognito window

Depending which browser you are using, the incognito window has different names (at chrome "incognito window", at edge "InPrivate window" and firefox "private window"). To open an incognito window click on the menu icon in the top right corner of your browser



( and select the appropriate option.

1. <https://support.mozilla.org/de/kb/Wie-Sie-den-Cache-leeren-konnen>
2. <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=de>
3. <https://support.microsoft.com/de-de/microsoft-edge/cookies-in-microsoft-edge-l%C3%B6schen-63947406-40ac-c3b8-57b9-2a946a29ae09#:~:text=%C3%96ffnen%20Sie%20Microsoft%20Edge%2C%20w%C3%A4hlen,des%20Browsers%20gel%C3%B6scht%20wird%20aus.>
4. <https://www.macwelt.de/ratgeber/Safari-Cache-leeren-So-einfach-geht-s-10550429.html>
5. <https://browser-cache-leeren.de/de/apple-mac-os/google-chrome.html>