Session Expired

In some cases, users see the error message "Session expired". This is usually caused by 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 cache

Firefox[1]

Google Chrome[2]

Microsoft Edge[3]

MAC / Safari[4]

MAC / Google Chrome[5]

Open an incognito/private window

Depending on which browser you use, this mode has a different name (e.g. Chrome incognito window, Edge InPrivate window and Firefox private window). To open an incognito/private window, click the menu icon in the top right corner of your browser

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and select the corresponding option.
Alternatively, in most browsers you can also select this option by right-clicking the browser icon.

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