Why am I getting a timeout error when accessing Perceptive Experience platform?

Tell Me

⚠️ Timeout errors display when Perceptive Experience and Shibboleth Authentication cookies become out of sync (e.g. expired) within a browser. Clients should logout of the task application (i.e. Perceptive Experience) to avoid this issue.

1. Click the person silhouette in the top right of their browser.
2. Select the disconnect button.

After the cache and cookies will be cleared, a logout screen will display stating you have successfully logged out.

Related FAQs

- What funding opportunities are available for graduate assistantships?
- What are the payroll calendar deadlines in the eGA system?
- What action do I take if some student information is not displaying on the eGA application?
- Is it possible for eGA supersedes to skip payroll or budget approvers?
- How do I supersede an eGA appointment?