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.

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

Related FAQs

- How do I install the Perceptive Content client?
- How do I run a report in Perceptive Content?
- How do I export data from the imaging system to an Excel spreadsheet?
- How do I link an Imaging document using Banner?
- How do I access Perceptive Content using a browser via Webnow?