# What to do when you get the Error Message: Log In Session Has Expired SwiftK12-75

Accessing Swift K12

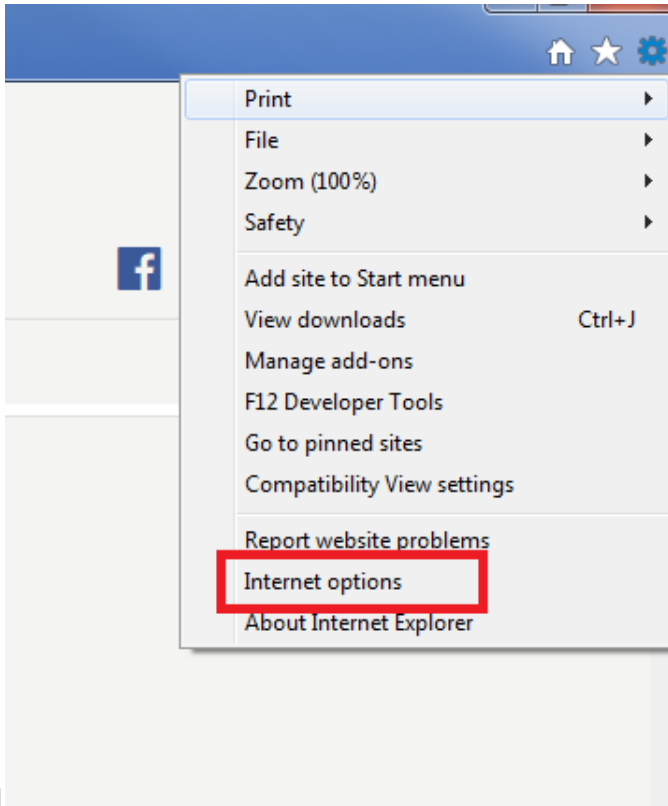Error Message – Log in Session Has Expired

If you get this message the first tip to fix it is to go to your browser and clear your cookies and cache then close the browser and reopen it.

The examples below are how to do this on Google Chrome and Internet Explorer if you are using another browser simply google how to delete cookies and cache and the instructions will come up to help you. Internet explorer is the most common browser that gives this error message with Swift K12.

**For Google Chrome Users**: Go to the 3 dots on the right corner of the browser window, select more tools, and then select clear browsing data. Then you will see this box, where you can clear the data.
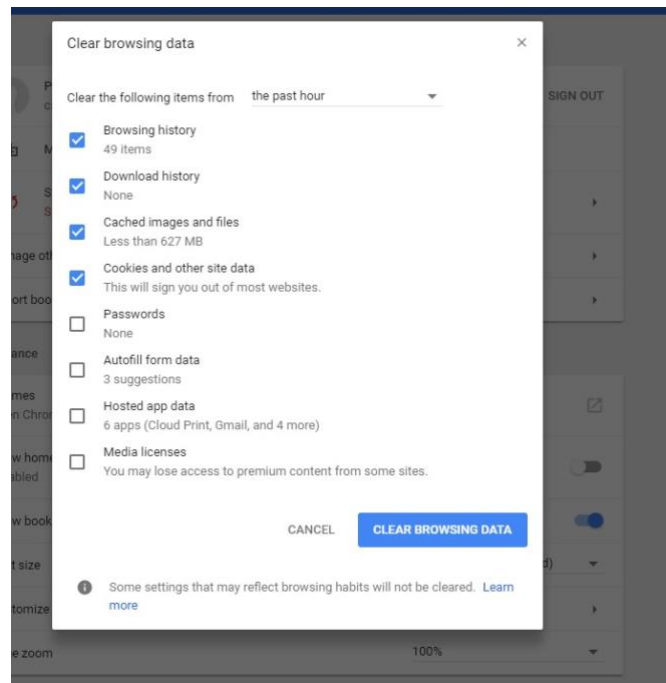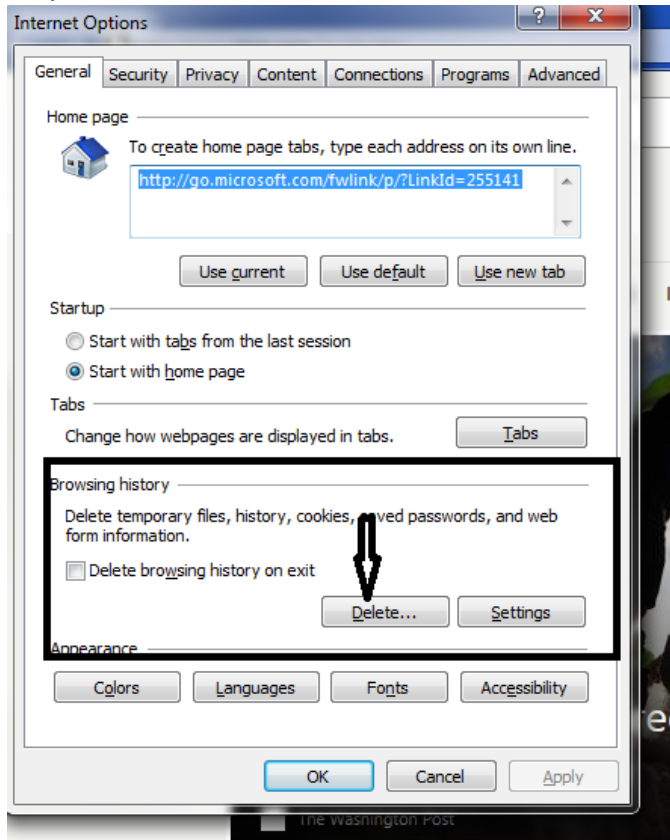


**For Internet Explorer Users:** Go to the settings wheel in the upper right corner on the browser and click on it. Follow the steps in the diagrams below.
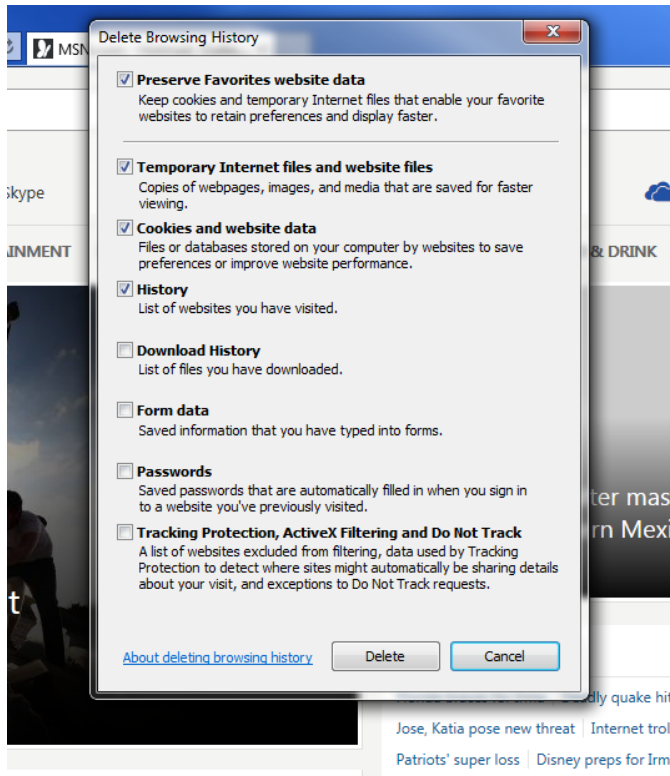
Print

File

Zoom (100%)

Safety

Add site to Start menu

View downloads     Ctrl+J

Manage add-ons

F12 Developer Tools

Go to pinned sites

Compatibility View settings

Report website problems

Internet options

About Internet Explorer

Step 1                                               Step 2

**Internet Options**

General | Security | Privacy | Content | Connections | Programs | Advanced

Home page

To create home page tabs, type each address on its own line.

http://go.microsoft.com/fwlink/p/?LinkId=255141

Use current    Use default    Use new tab

Startup

○ Start with tabs from the last session

● Start with home page

Tabs

Change how webpages are displayed in tabs.    Tabs

Browsing history

Delete temporary files, history, cookies, saved passwords, and web form information.

☐ Delete browsing history on exit

Delete...    Settings

Appearance

Colors    Languages    Fonts    Accessibility

OK    Cancel    Apply

The Washington Post

Step 3

**For Firefox Users:** Click the menu button and choose Options. Select the Privacy & Security panel. In the Cookies and Site Data section, click Clear Data.

Remove the check mark in front of Cookies and Site Data. With Cached Web Content check marked, click the Clear button. Close the about:preferences page. Any changes you've made will automatically be saved.

**For Safari Users:** To Clear the **Cookies:** Click Safari on the Apple menu bar along the top of your screen and select Preferences to open the Safari Preferences panel. Click the Privacy tab. Click the Remove All Website Date button to delete all cookie currently stored by Safari.  To remove only certain cookie, click the Details button, select the cookies you want to remove and click the Remove button. Click Done when you're finished.

**For Safari Users:** To Clear the **Cache:** Select Safari on the menu along the top of the screen and choose Preferences. Click the Advanced tab and tick the Show Develop Menu in Menu Bar check box to add the Develop button to the Apple menu.  Click the Develop button and choose Empty Caches to clear Safari's cache.

**Other Tips if clearing cookies and cache is unsuccessful:**

Make sure the browser you are using is in fact set to allow cookies

Make sure you are not log in on the administrator side as well as the teacher or parent side.

Also note, that you should make sure that Third Party Cookies are not being blocked.