# Error - Your session was lost

You will receive this error when your session becomes lost for one reason or another.

**Solutions**

- Delete your cookies. In most browsers this is done under settings and history. Then close your browser and try again.
- Try logging in with a different browser or by using incognito mode.
- Try logging in step by step without resorting to using a bookmark, so by manually typing in the www-address into the browser. You can only bookmark on the page before entering your username and password. If your link is very long, you are probably using an invalid bookmark.
- If that does not work: Contact us at help@surfconext.nl and send us a screenshot of your error (comparable to the example picture above). Make sure the Unique Request ID is readable. Also tell us where exactly you are trying to log-in and what institution your account belongs to.

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**04-09-2019** - Do you need to go to “Mijn HSLeiden”? Google's toplink is broken, but you can just go to mijn.hleiden.nl directly