

Error - Your session was lost

Example

Error - your session was lost

We somehow lost where you wanted to go. Did you wait too long? If so, try again first. Does your browser accept cookies? Are you using an outdated URL or bookmark?

Visit [the SURFconext TEST2 supportpages](#) for more extensive support on this error.

Does this error message recur? Then use the error feedback codes listed below when contacting the help desk or e-mail. Please state the codes below:

EC: 31914

IP: 192.168.66.98

UR ID: 5cb4bd3879b49

Please visit [the SURFconext TEST2 support pages](#) for help solving this problem. These pages also contain contact information for the support team if the problem persists.



SURFconext TEST2 Wiki



Helpdesk

Description

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-adress 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.



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