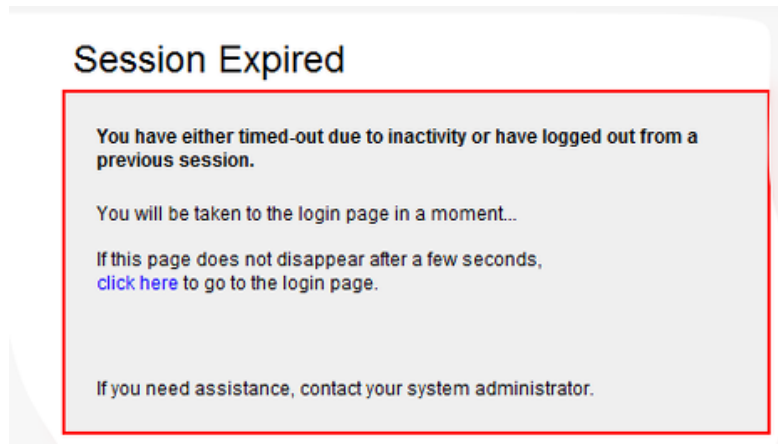


SESSION EXPIRED Error Loop Fix

After our Banner upgrade in April, we've noticed some users receive a "Session Expired" error upon logging into myWATC. This guide will present two options available to solve this issue. The first option is to reset your browser to its default settings, and the second option is to use a different browser from the one you typically use to access myWATC. If you continue having issues, please contact the Student Help Desk at StudentHelpDesk@wac.edu (316-677-9906) for additional assistance.



Resetting your Browser

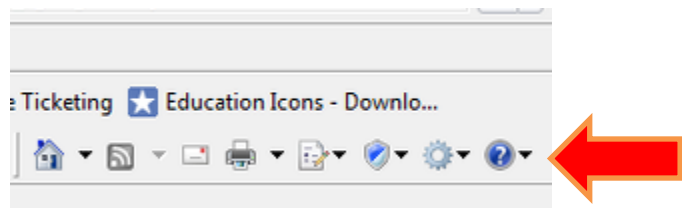
*Note: by resetting your browser, you will be deleting cookies, cache, and any additional personal settings (including saving usernames, passwords, etc.) you have applied to your browser over the time. If you do not want to reset your browser's settings, please skip to the "Using a different browser" section of this guide.

You will first need to verify that you are running on version 8 or 9 of Internet Explorer
Open Internet Explorer.

Press the "Help" button, then click on "About Internet Explorer."

You should see a pop-up window.

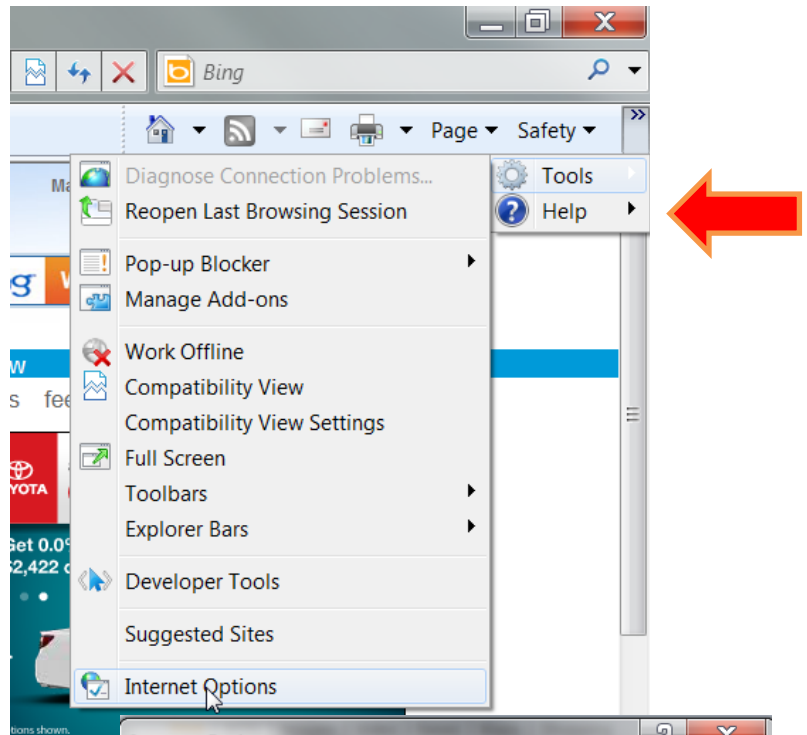
The version of IE is displayed. Press "OK."



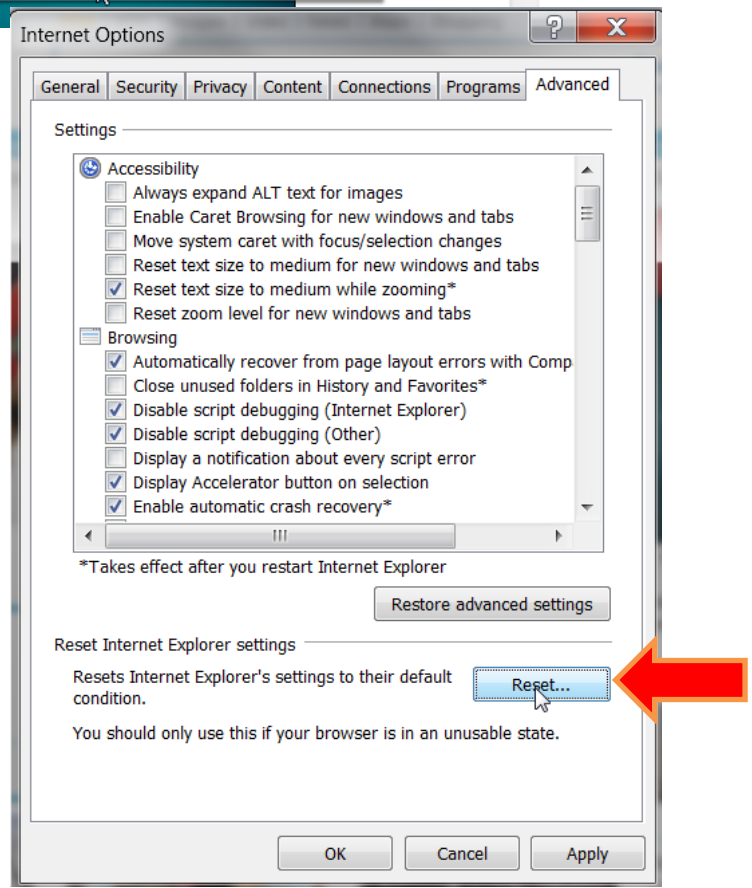
If you are running on IE 8 or 9, proceed to reset the browser. If you are on an older version, you will need to contact the Student Help Desk for assistance.

HOW TO: FIX “SESSION EXPIRED” ERROR INTERNET EXPLORER 8 & 9

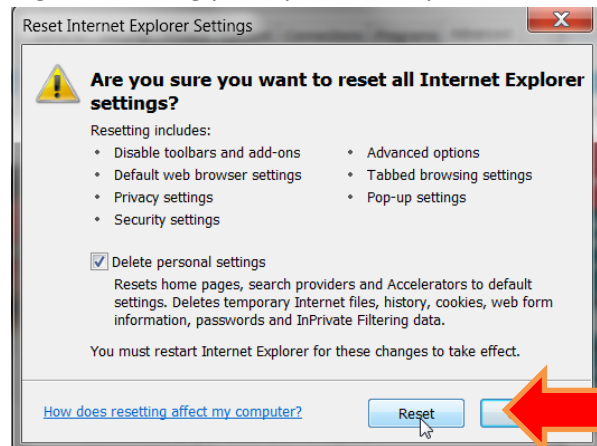
1. Press on the “Tools” button, then select “Internet Options.”



2. When the Internet Options dialog box appears, press on the “Advanced” tab.
3. Click on the “Restore advanced settings” button, then press on the “Reset...” button.



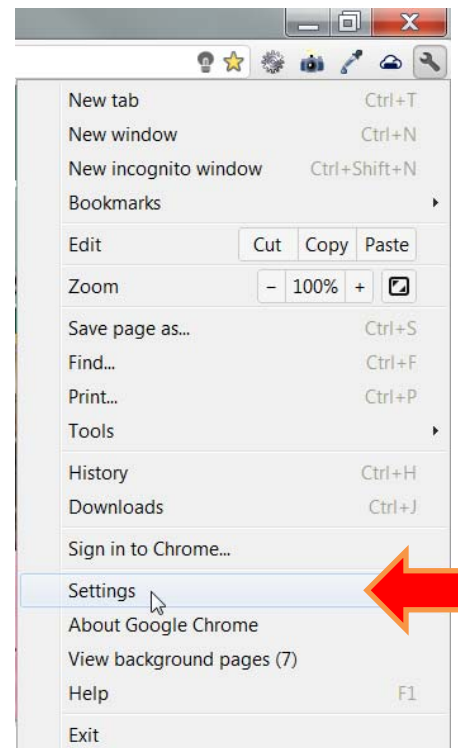
- Now you will see a “Reset Internet Explorer Settings” box asking you if you’re sure you want to reset the settings.
- Check off “Delete personal settings,” then press “Reset.”



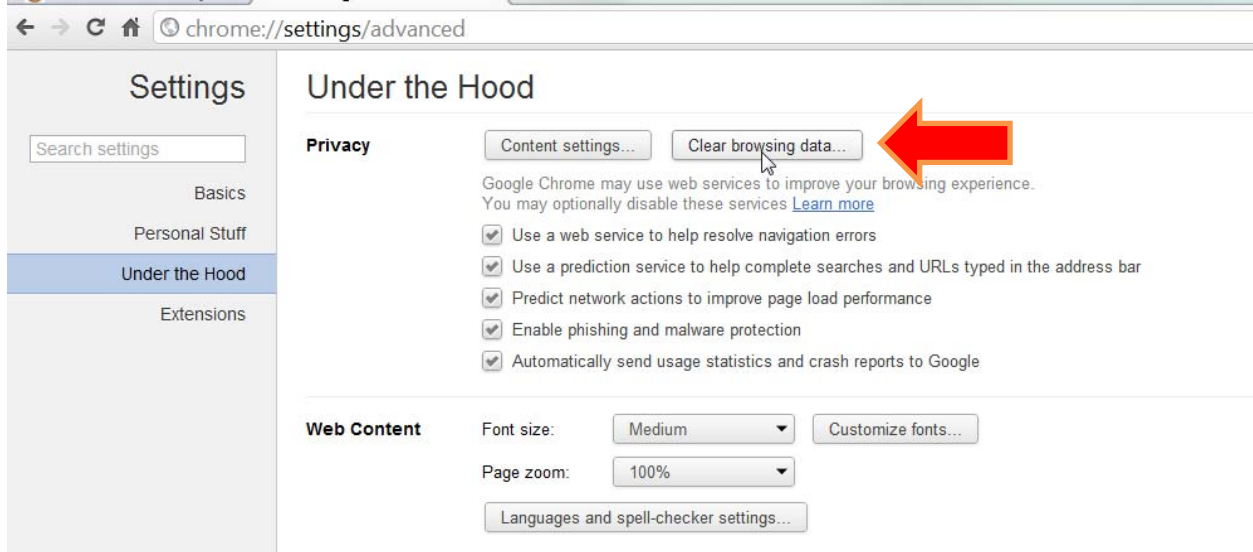
- When the resetting is complete, press “Close.”
- Close Internet Explorer, re-open Internet Explorer, access <https://myWATC.watc.edu> and log in again.

HOW TO: FIX “SESSION EXPIRED” ERROR GOOGLE CHROME

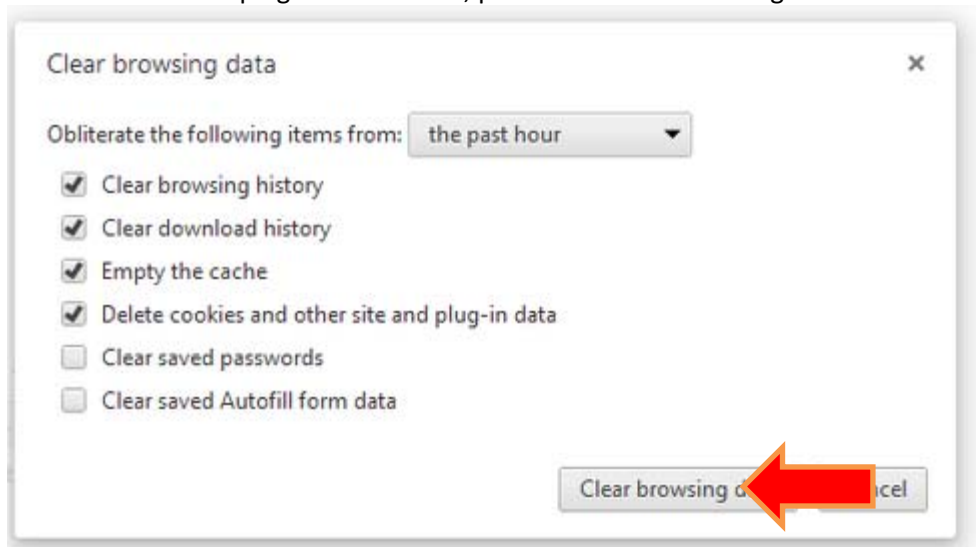
- Open Google Chrome.
- Click on the “Customize and Control Google Chrome” button.
- Click on the “Settings” option. A new tab should open up.



Select “Under the Hood” on the left column under “Settings.”



4. Press on the “Clear browsing data...” button under the “Privacy” section.
5. When the “Clear Browsing Data” pop-up appears, select “the beginning of time” on the drop-down menu next to the “Obliterate the following items from:” item.
6. Check off “Clear browsing history,” “Clear download history,” “Empty the cache,” and “Delete cookies and other site and plug-in data.” Next, press the “Clear browsing data”

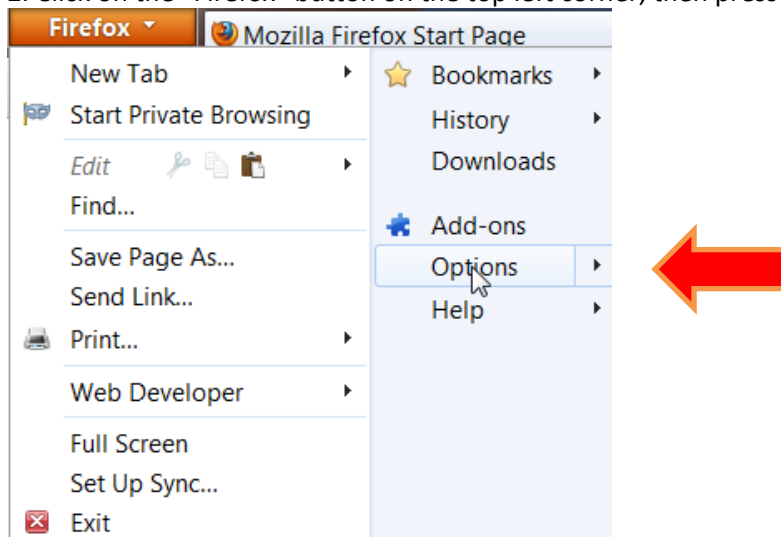


button.

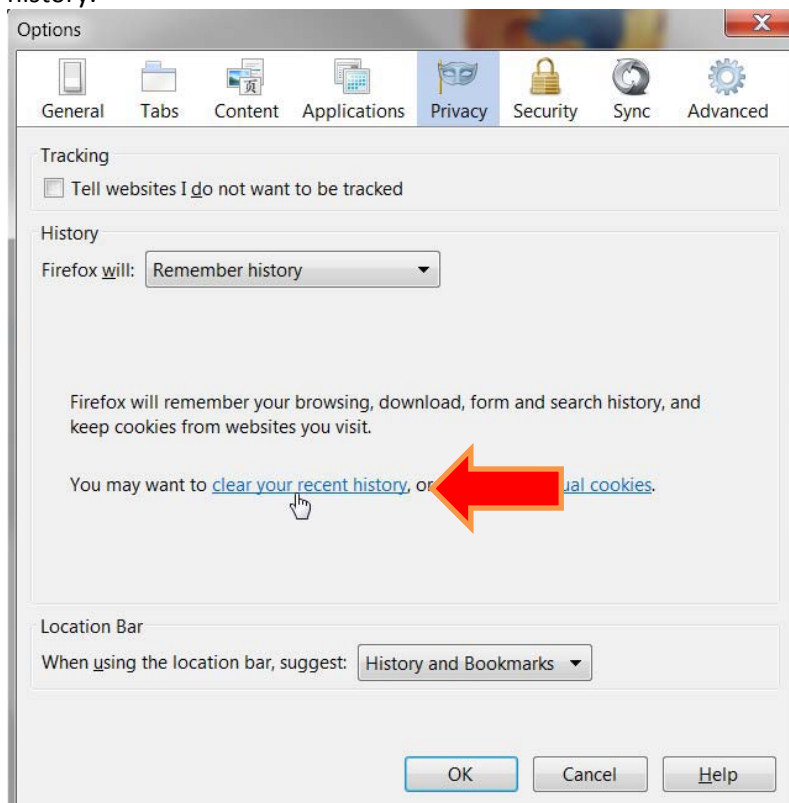
7. When the dialog box disappears, close the browser, re-open it, access <https://myWATC.watc.edu> and log in again.

HOW TO: FIX “SESSION EXPIRED” ERROR MOZILLA FIREFOX

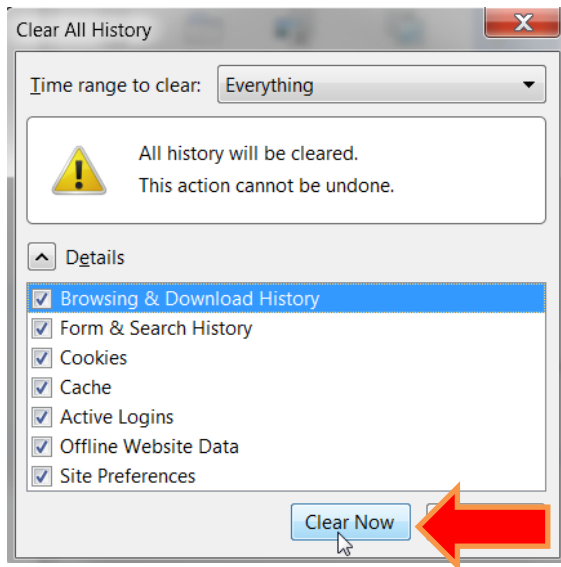
1. Open Mozilla Firefox
2. Click on the “Firefox” button on the top left corner, then press “Options.”



3. The “Options” dialog box should appear. Press on the “Privacy” option. Press on “Clear your recent history.”



4. When the “Clear All History” window displays, select “Everything” on the drop-down menu next to the “Time range to clear:” item.
5. Check off all of the boxes under “Details,” then press “Clear Now.”



6. When done, close the browser, re-open it, access <https://myWATC.watc.edu> and log in again.

HOW TO: FIX “SESSION EXPIRED” ERROR USING DIFFERENT BROWSER

If you did not want to reset your browser’s settings, you can use another browser to access myWATC. This browser should be one that you usually don’t access myWATC with since it’ll be a new browser that does not have any cookies, history, or other data saved.

If you have another browser installed (Internet Explorer, Mozilla, Firefox or Google Chrome) on your computer, open the browser that’s different from you default browser and use it to log into myWATC. <https://myWATC.watc.edu>

If you only have one browser installed (your default browser), you should use [Remote Desktop Services](#) to access myWATC. Remote Services offers both Internet Explorer and Mozilla Firefox

IF YOU’RE STILL HAVING ISSUES, PLEASE CONTACT THE STUDENT HELP DESK AT

*Primary contact method: StudentHelpDesk@watc.edu

*Secondary contact method (if no access to email): 316-677-9906

WATC STUDENT HELPDESK HOURS

DAYS HOURS

Monday through Thursday 8:00 AM - 9:00 PM

Friday 8:00 AM - 5:00 PM

Saturday 8:00 AM - 3:00 PM

The Student Help Desk is not available when the college is closed