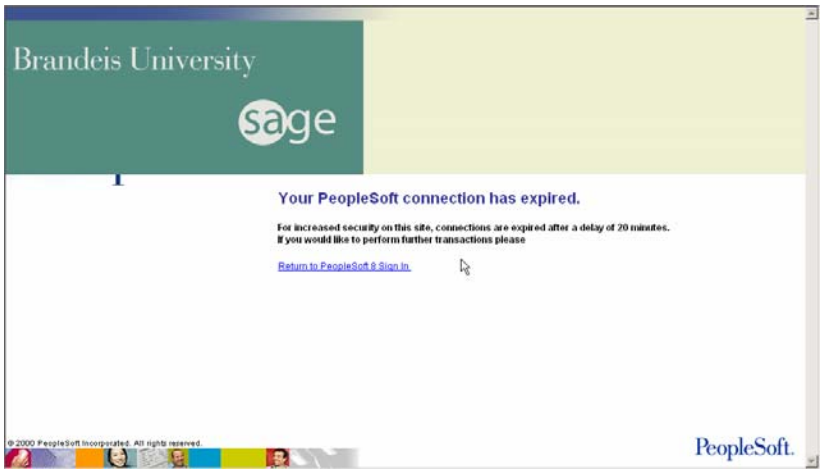
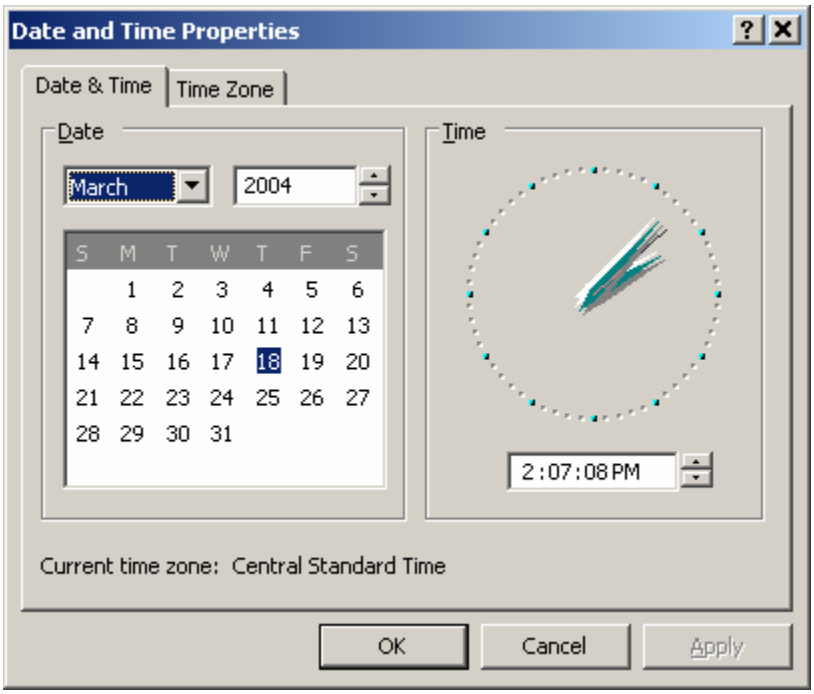
# Connection Has Expired Error Tip Sheet for PC Users

If, when you are logging into sage, you receive the error below please follow these steps to resolve this error. Despite what the error reads, this actually does not have to do with you User ID or Password for sage. This error occurs when the Time and Time Zone of your PC or MAC is not configured properly.

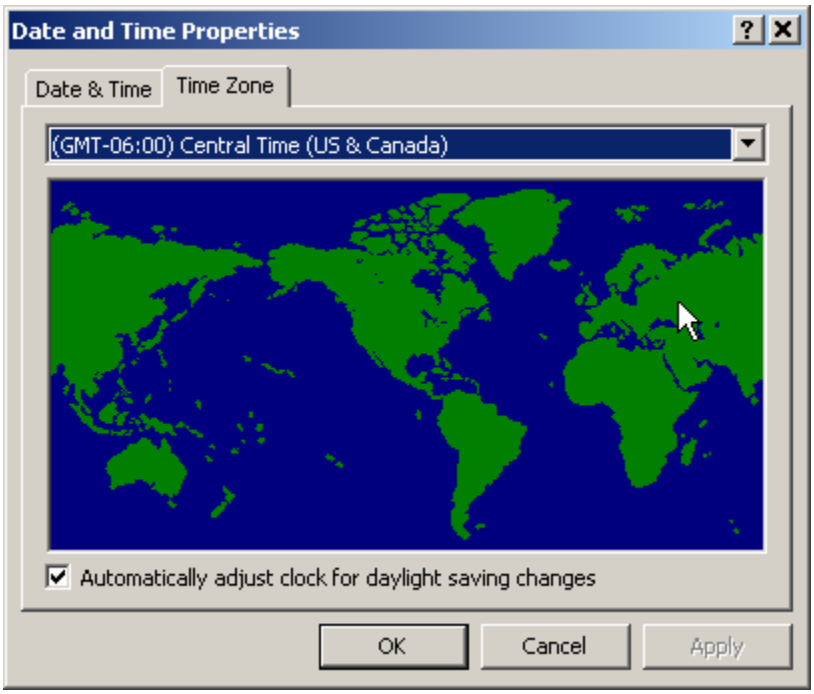



1. **Close your internet browsers**

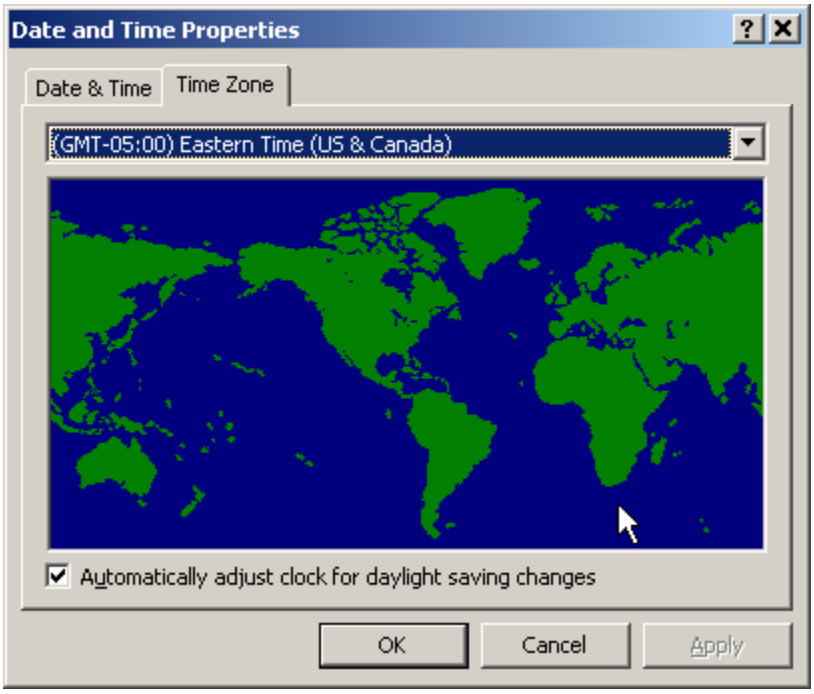
2. **Double click on the time in the bottom right hand corner of your PC or go to Start>Settings>Control Panel>Date and Time.**



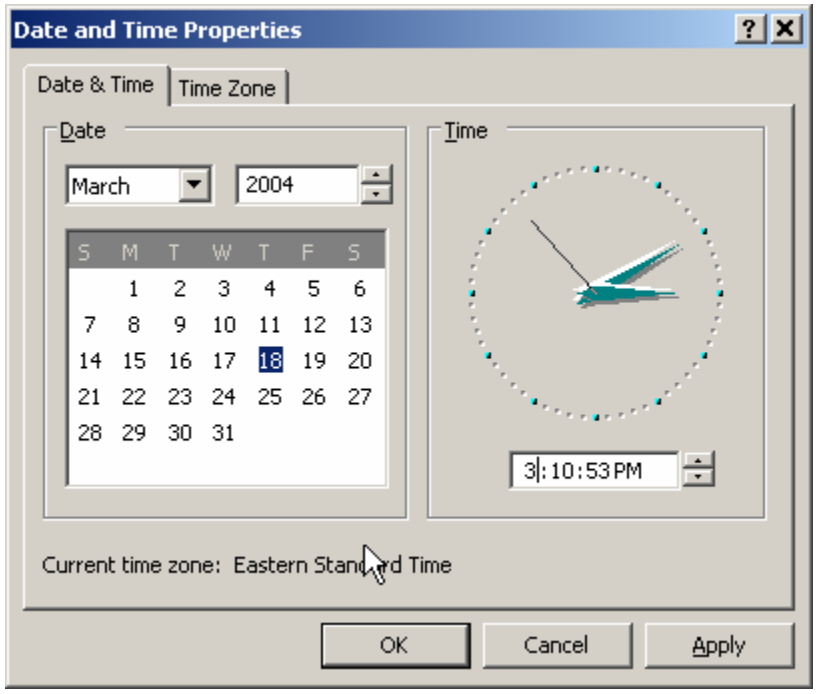

3. **Click on the Time Zone tab**




4. **If the Time Zone is not ( GMT-5:00) Eastern Time (US & Canada) update the setting and press Apply.**



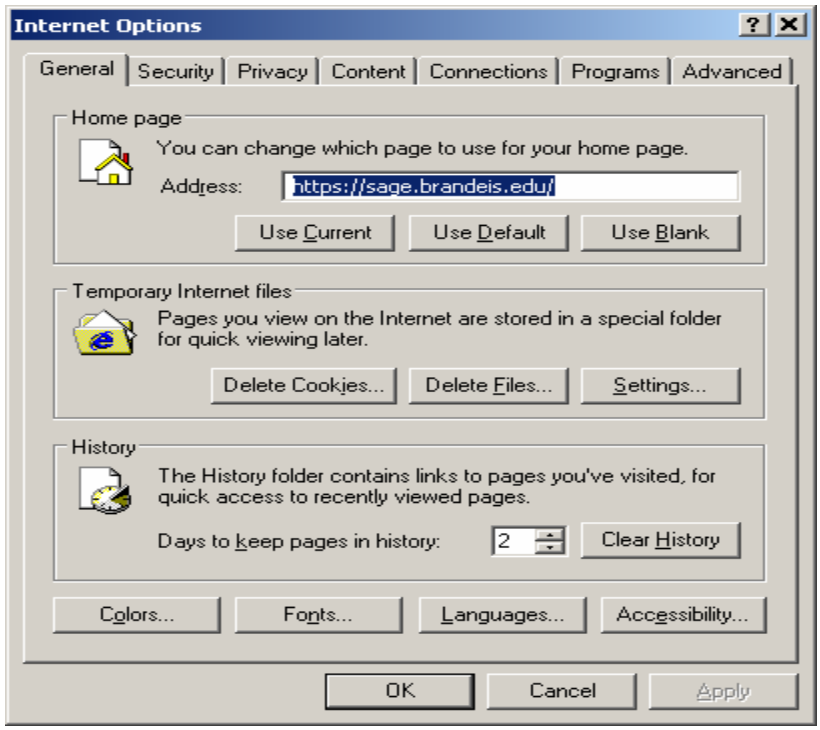

5. **Click on the Date & Time tab**




6. **Alter the time to the current time and press Apply and then press OK.**

7. **Re-launch your internet browser and sign onto sage.**

8. **If you are still receiving the error, for your internet browser go to Tools>Internet Options.**



9. **Click on the Delete Files button. When the process is complete press OK.**

10. **Close your internet browser.**

11. **Re-open your browser and log into sage.**

If, you are continuing to experience this error please call the sage Help Desk at X9-UNET.