



Login Timing & Troubleshooting ([ILGA.gov](https://ilga.gov))

Why You Might Be Asked to Log In Again

[ILGA.gov](https://ilga.gov) is designed to keep you logged in for **about 15 minutes of inactivity**. If you're being asked to log in more often than that, something may be interrupting your session.



What To Try First (Login Issues)

If you're getting logged out too quickly, try these steps:

1. Refresh the Page

- Press **F5** or click the refresh button
 - Edge/Chrome on windows, **Control+F5**
 - Then try logging in again
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2. Close and Reopen Your Browser

- Fully close **all browser windows**
 - Reopen your browser and go back to [ILGA.gov](https://ilga.gov)
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3. Try a Different Browser

- If you're using **Chrome**, try **Edge**
 - If using **Edge**, try **Chrome**
 - This helps rule out browser-specific issues
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4. Clear Your Browser Cache

(This removes old stored data that can interfere with login)

- In Chrome/Edge:
 - Press **Ctrl + Shift + Delete**
 - Select **Cached images and files**
 - Click **Clear data**
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5. Make Sure Cookies Are Enabled

- [ILGA.gov](https://www.ilga.gov) uses cookies to keep you logged in
 - If cookies are blocked, you may be logged out repeatedly
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6. Turn Off Browser Extensions (Temporarily)

- Ad blockers, privacy tools, or security extensions can interfere
 - Try disabling them and test again
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7. Avoid Multiple Tabs for the Same Page

- Having multiple ILGA tabs open can sometimes confuse your session
 - Try using just one tab
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8. Check Your Network

- Switching networks (Wi-Fi ↔ hotspot ↔ VPN) can log you out
 - If using a VPN, try turning it off temporarily
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General “Not Working Right” Troubleshooting

If the site feels slow, broken, or not loading correctly:

✓ Quick Fix Checklist

- Close all browsers, and open website again
 - Refresh the page (**F5** or **Control+F5**)
 - Try a different browser
 - Clear cache
 - Restart your computer
 - Check your internet connection
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✓ If Pages Look Strange or Don't Load

- Clear cache (*This removes old stored data that can interfere with login*)
 - In Chrome/Edge:
 - Press **Ctrl + Shift + Delete**
 - Select **Cached images and files**

- Click **Clear data**
 - Try opening the site in **Incognito / Private Mode**
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✓ **If Something Won't Click or Load**

- Disable browser extensions
 - Try another device (phone vs computer)
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✓ **If Video or Live Streams Don't Work**

- Make sure you're not on a restricted network (work/school/public Wi-Fi)
 - Try another browser
 - Turn off VPN if you're using one
 - Refresh the page (**F5** or **Control+F5**)
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Still Having Issues?

If the problem continues, please provide:

- Specifically, what you were trying to do
- Approximate time of the issue
- Your browser (Chrome, Edge, etc.)
- Whether you're on Wi-Fi, VPN, or mobile