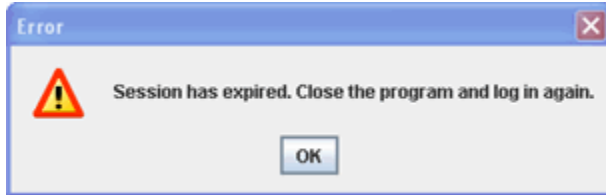


**10. I receive this error message: “Session has expired. Close the program and log in again.”**

**Problem:** You received the following pop-up message:



This means that your session has timed out. You have been inactive in your online course for longer than the time the Blackboard Administrator has set for inactivity. If you extend beyond the time the Blackboard Administrator has set, you will be logged out automatically.

**Remedy:** Click **OK** on this message and log back in. Resume where you left off.

**TIP:** Keep in mind that if you are composing long messages, such as in **Discussions** or **Mail**, or writing long responses to essay questions within an online quiz, you need to **Save** often to prevent loss of work. Simply typing within an online application does not mean you are "active" in terms of the system time. You need to **Save** or click around to indicate to the system that you are active.

**If you need additional help, please contact the WNMU Help Desk at [helpdesk@wnmu.edu](mailto:helpdesk@wnmu.edu) or 575.574.4357.**