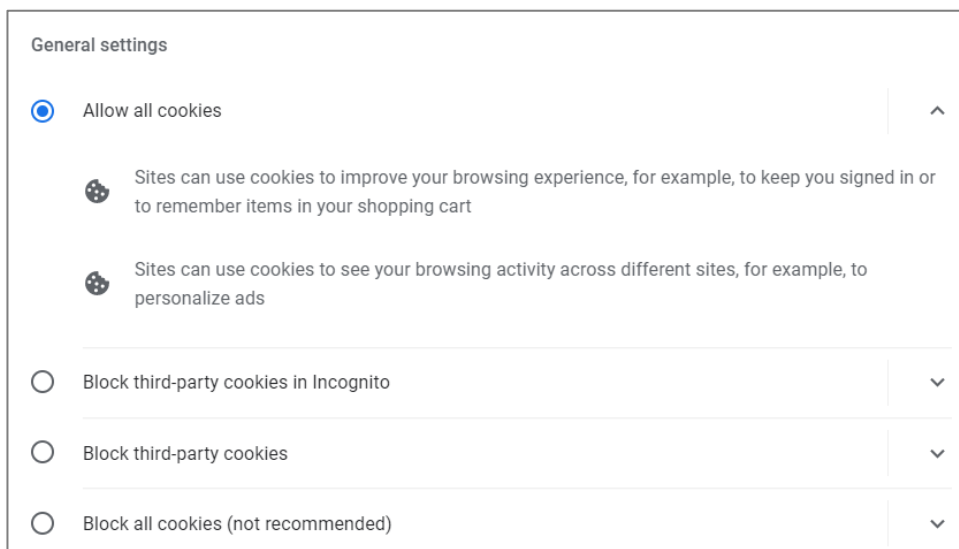**:: XD** Publisher

<u>What to check / try if you find that your session is timing out:</u>

1. Ensure that you are only ever running one XD Publisher interview in the browser at a time i.e. don't open multiple interviews in separate tabs.

2. Cookies, as well as 3rd party cookies, must be enabled in your browser.

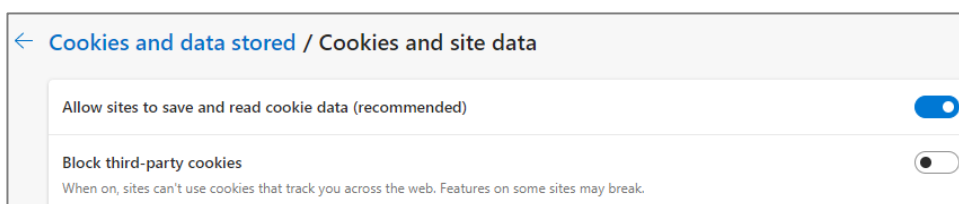   <u>If you are using Chrome:</u>
   Settings > Allow all cookies
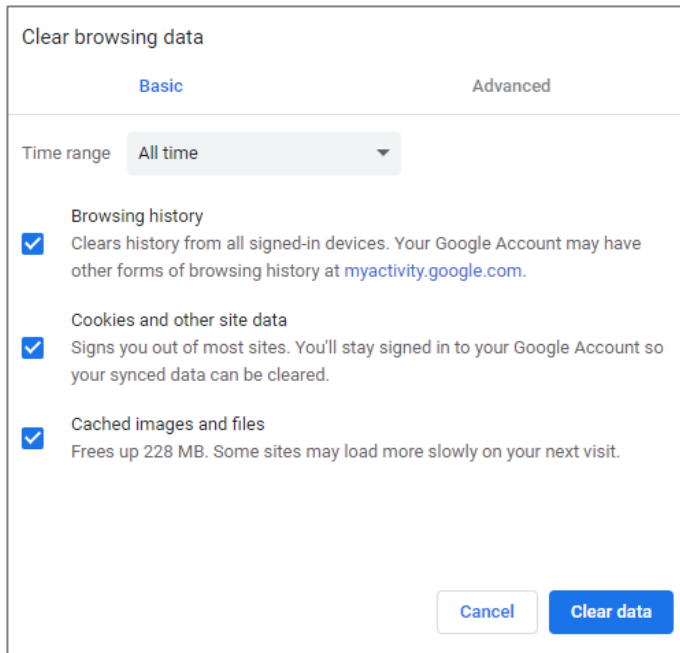

   <u>If you are using Edge:</u>
   Settings > Allow sites to save and read cookie data

3. You might need to clear the browser cookies.

If you are using Chrome:
Settings > Clear browsing data > Ensure the 'Cookies and other site data' checkbox is checked > Clear data

If you are using Edge:

Settings > Clear browsing data > Choose what to clear > Ensure the 'Cookies and other site data' is checked > Clear now