Why am I getting an "Session Already Active" error message in eLC?

This may be a problem with your web browser's cookies and temporary files/cache. You should try clearing your cookies and cache using the instructions listed below:

1. Open Firefox.
2. In Windows, press Ctrl + Shift + Del; on a Mac, press Command + Shift + Del.
3. In the "Clear All History" window, under "Time Range to Clear:" choose "Everything."
4. Under "Details," leave a checkmark next to cache and cookies. If you cannot see any options under "Details," press the down arrow to the right.
5. Click "Clear Now" 
6. Restart Firefox

1. Open Chrome.
2. In Windows, press Ctrl + Shift + Del; on a Mac, press Command + Shift + Del.
3. In the "Clear Browsing Data" window, select "Obliterate the following items from:" and choose "the beginning of time."
4. Uncheck everything except "Empty the cache" and "Delete cookies[...]
5. Click the "Clear browsing data" button.

1. Open Safari.
2. Press Option + Command + E.
3. In the "Are you sure you want to empty the cache?" window, select "Empty."

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