



How to resolve a 'POST token' error

Sometimes users will encounter the following error in the Intranet, usually after trying to perform an action:

We're sorry.

POST token is missing or incorrect. Please try again

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The reason for the error appearing is usually because there has been a change in the user's session, e.g. it has expired before they attempted the action.

There are many ways a user's session can change or expire, but in the intranet, the most common causes are that the user was idle for too long or their computer went to sleep before they tried to make the change, or they logged out of the Intranet in another tab before trying to apply a change in a different one.

In most cases, clicking the 'back' button in the browser should suffice to resolve the issue.

If this does not work, users can next try refreshing the page or manually logging out of the Intranet to [clear their browser cache](#), then test again.