"Page Expired" or signed out in the middle of training

Why you might be signed out after being idle, and how to avoid losing quiz answers.

For: Administrators, Managers, Employees · Updated November 16, 2026 ·
https://hipaacertify.com/support/article/session-expired

For security, HIPAA Certify signs you out after a period of inactivity. Closing your browser also signs you out unless you checked **Remember me**.

If you submit a form after being signed out, such as a section quiz, you'll see **Page Expired**.

What to do

1. Sign in again.
2. Open your training. Every section you already **passed** is saved.
3. Re-open the section you were on and answer its quiz again.

Avoid it

- Read a section and answer its quiz in one sitting. Answers you've selected but not submitted aren't saved.
- If you step away for a while, refresh the page before you submit the quiz. If the page sends you to sign-in, nothing is lost except the unsent answers.
- Use your own device and check **Remember me** when you sign in.

Need more help? Visit https://hipaacertify.com/support or contact us at https://hipaacertify.com/contact.

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