**Oracle – Unable to Authenticate Session**

**Issue:**

When going into Oracle, you might come across an issue where you see an error which says **“unable to authenticate session”**.

**Resolution:**

The issue is that there is a **30 minute** inactivity timeout on the Access Cheshire partner portal.

This means that if you haven’t clicked anywhere on the webpage for 30 mins, the partner portal will log you out.

To fix the issue and get back into Oracle, close all open Internet Explorer tabs, re-open Internet Explorer and then log back into the partners Access Cheshire portal.