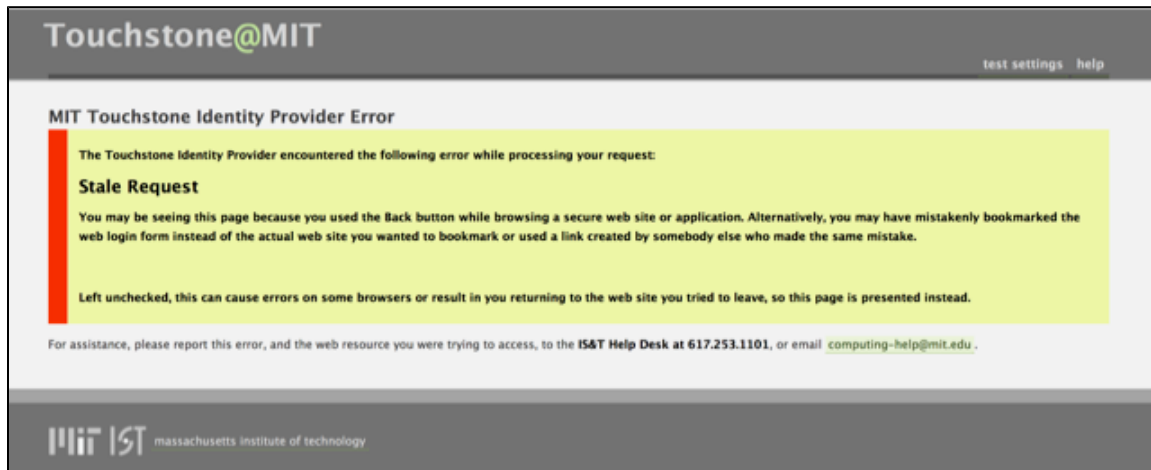# Touchstone Error - Stale Request

Q: I received a Stale Request when trying to authenticate via Touchstone.

Answer

This error can be caused by browsing away from the page during the Touchstone authentication or a change in the IP address of the computer during Touchstone verification. Public hotspots and mobile connections may also cause this error to occur due to the limitations of that type of connection and the security protocols involved.

Possible solutions to this issue:

-If you are using a bookmark, make sure that it has the correct URL and doesn't show a URL like this: https://idp.mit.edu/idp/Authn/MIT?conversation=e1s1. To eliminate this case, try manually typing your destination.
-Clear cache. Restart the browser.
-Restart the device.
-Check to ensure the system clock is correct. Touchstone will throw a Stale Request error if the system clock has drifted out of sync too far - Syncing the clock on the device corrects this issue.
-If on a public hotspot or mobile network, try connecting to another network if available such as a private or home wifi.
-Connecting to the VPN will resolve this issue but should be a last resort.
See: Prisma Access VPN Landing Page - The new VPN APP.

-On iOS, some apps use Safari as the in-app browser. If you get a stale request error inside an app, such as MIT Atlas, clearing the cache should solve the issue.