

# Expenses Mobile - Common Error Messages

Last Modified on 13/03/2020 2:15 pm GMT

If you are receiving error messages within Expenses Mobile and are not entirely sure what they mean, you should review the following common examples to help avoid any confusion.

Error Message	Explanation
Unfortunately a timeout has occurred communicating with Expenses. More information: {Action}	This is usually when you have requested something, such as saving the details of an expense, and the Internet has slowed down too much. We recommended that you retry the request.
Sorry, we ran into an issue and could not process your request.	This is usually when you have requested something, such as saving the details of an expense, and an error occurs with us receiving that information. We recommended that you retry the request.
We're sorry, looks like we are struggling to figure out which device you should be logged in on. We're going to take you back to the logon page so you can continue on this device.	This occurs when you have logged in on multiple devices. Whichever device was logged into first will receive this message, and then you will be taken back to the logon page. We recommend re-entering your credentials to log in from that device.

<p>Unable to connect to the internet. Please check your connection and try again.</p>	<p>This occurs when you have very limited or no Internet connection. You will require a working Internet connection to be able to access and use Expenses Mobile.</p>
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