Error: Page Expired or Unexpected Challenge

Page Expired
The page you are trying to access is no longer available.

Unexpected challenge
Your request was unable to be completed.

Explanation
The Access Manager server attempted to retrieve the resource you requested from the server, but an unexpected challenge "Internal Server Error - Authentication failed." from the server.

Possible solution
Please try again later or contact the Service Centre for further information.

Solution 1: Check you are connected to the internet and clear your browser cookies and history.

Solution 2: Try opening the page in a different browser (e.g. If you are using Internet Explorer, try Firefox or Chrome instead)

Solution 3: Click the “Alternate Blackboard Logon” or “Alternate iConnect Logon” to sign in again

Solution 4: Learning Place may be experiencing technical difficulties. For updates or if you are not sure, check the BSDE website https://brisbanesde.eq.edu.au/Pages/default.aspx and look under the “Important Messages” section.
Internet Explorer - Use the steps below to clear cookies in Internet Explorer

Press Start
Click Control Panel
Double click Internet options
Under the General Tab, you will see 'Delete temporary files, history, cookies, saved passwords...' Click Delete
The Delete Browsing History dialog box will appear, click the 'cookies' checkbox
Click the delete button at the bottom of the dialog box
You will be taken back to the Internet properties dialog box. Click 'ok'

Mozilla Firefox 2.0+ / 3.0+ / 4.0+/8.0+ - How to delete cookies in Firefox

Before going through the steps below, make sure you are using the latest version of Firefox for your OS. Doing this ensures that you benefit from the latest security updates offered by your browser. Keep in mind that the more popular a browser is, the higher the chance that it is being targeted for spyware or malware infection.

Look at the top end of your Firefox window and you will see a 'Firefox' button. Click it and click 'Options'
Click on 'Privacy'
You will see 'Firefox will:' Set it to 'Use custom settings for history.'
Click on the 'Show Cookies' button on the right side
If you want to delete cookies set by individual sites, enter the complete domain or partial domain name of the site you want to manage in the search field. Your search will retrieve the list of cookies set for that site. Click 'Remove Cookie'
If you want to delete all cookies, click the top of your Firefox window and click on your Firefox button. Click the History menu and pick out 'Clear Recent History...' Select 'Everything' for the 'Time Range To Clear' option. Click on the downward arrow located next to 'Details'. This will open up the list of items. Click 'Cookies' and make sure all the other items are unselected. Click on the 'Clear Now' button at the bottom. Close your 'Clear Recent History' window.
Google Chrome - How to delete cookies in Chrome

At the top right side of your browser toolbar, click on the Chrome icon
Click on Settings
Scroll to the bottom and click 'Show advanced settings'
Under 'Privacy', you will see 'Content Settings', click on this
Under 'Cookies', you will see 'All cookies and site data', click on this. Please note that you can block cookies altogether from being set on your browser by clicking 'Block sites from setting any data.' Unfortunately, many websites you browse will stop working if you do this. It is better if you just periodically clear your cookies manually instead of preventing them from being set by your browser.

You will see a full listing of all your cookies. You can click REMOVE ALL to clear all your cookies or you can pick a particular website and clear your cookies from that site.

Safari - How to remove cookies in Safari

Please note that if you change your cookie preferences in Safari or remove the cookies in your browser, this might remove or change the cookie settings in your other applications including your Dashboard.

This guide is for OSX Lion
Open Safari.
Click Safari then Preferences. Click on 'Privacy.'
Click on 'Details.'
You will see a list of websites that store cookies. You can remove single sites by clicking the 'Remove' button and selecting a site. If you want clear all cookies, click 'Remove All.'
When you have finished removing sites, click 'Done.'