Troubleshooting

I get logged out of BioViz *Connect* when I click on something.

- BioViz *Connect* may log you out if an unexpected error is encountered.
    - BioViz *Connect* relies on CyVerse services. Check the CyVerse maintenance schedule, maintenance is generally scheduled for the first Tuesday of every month.
    - Check if CyVerse is down at https://status.cyverse.org/.
    - Reach out to us on our help page.