

Trouble loading page?

Last Modified on 04/02/2026 7:34 am EST

Similar to any web-based platform, a browser refresh or computer restart may fix the problem

Here are some things you could try if you are having trouble loading a page, or are experiencing strange behaviour on the website:

1. *Try logging out and logging back in* - if you have been idle in your session for an extended period of time, this can help restart your session
2. *Close and re-open your browser and try again*
3. Try opening an *incognito/private browsing window* or *clearing cached files* in your browser's settings
4. Try using a *different browser* — our web-based app works best with Google Chrome. Please note that Internet Explorer will no longer be supported starting August 17, 2021. More information about this and recommended web browsers can be found [in this article](#).
5. Try *restarting* your computer

What if these suggestions don't work?

If a problem is persisting, or if you find something that looks incorrect, please let us know! We work hard to find any bugs ahead of time, but one may occasionally slip through the cracks so we appreciate your help in fixing them. [Feedback from scientists](#) is what drives improvements to our platform and enhances our database!

Please feel free to reach out if you are still having trouble!

Feel free to reach out to our *Scientific Support team* through one of these methods. Someone will be in touch within 1 business day!

In-app Chat	Email	Request Form
Click  at the bottom-right corner	Send an email to support@benchsci.com	Fill out our contact form