

PSC Solution: 144006a

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Application: EMAPS

School Year: N/A

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Solution Type: Known Issue

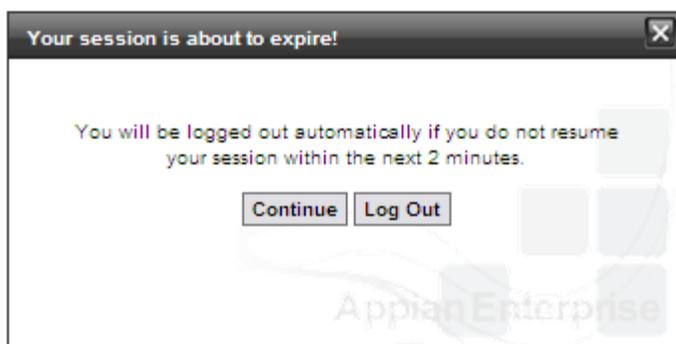
Title: EMAPS session time out rule

Issue Description:

This article explains how the session time out rule operates in EMAPS and how to avoid losing data entered into the system.

EMAPS will log a user out of the system after an hour of system inactivity. Any data entered in a particular EMAPS survey (prior to completing the survey) will be lost when the time out occurs, which means the user must restart the survey from the beginning.

EMAPS system activity is defined as navigation within the main console and not the collection form. If the user has only been in the form for an hour and has not navigated within the system it is assumed that the user is inactive. A warning is generated by the system after 30 minutes of inactivity, and depending on a number of factors (how many windows are open or the user's browser) the user may not notice the warning. See below for a sample warning message.



Solution:

EMAPS users should be aware of the 1 hour time out function and be prepared to complete the survey in one session (less than one hour). One good way to insure this is to use a hardcopy of the survey questions to prepare answers before beginning to enter data in EMAPS.

If you will be working within a 'pop-up' survey for more than 30 minutes, click on the homepage prior to the thirty minute mark. Simply clicking the home page should help you avoid a timeout.