

## Tech Tip Tuesday—June 26, 2018

### Important Note: Tech Tip is going on summer hiatus

We hope that you have enjoyed receiving these weekly Tech Tips over the past year and have found at least some of them useful. As a reminder, the library of Tech Tips can be found at [www.liverycoach.com/techtips/](http://www.liverycoach.com/techtips/) or at [liverycoach.tech](http://liverycoach.tech) (under User Guides).

The Tech Tip will return on Tuesday, September 11<sup>th</sup>. In the meantime, if you have a subject you'd like to see in a future Tech Tip, please submit your suggestions to [news@liverycoach.com](mailto:news@liverycoach.com).

Have a great summer!

### Automatic Logout of Inactive User

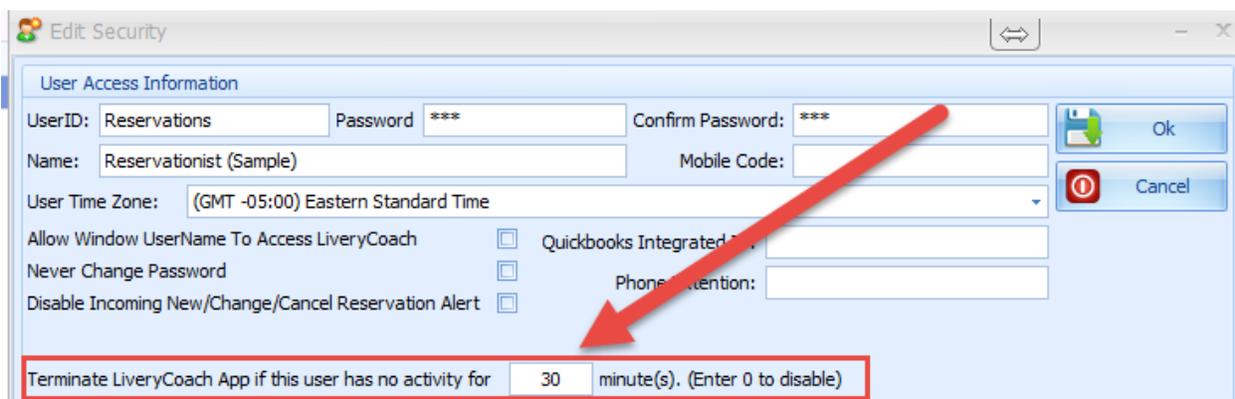
When a Livery Coach user logs in to Livery Coach, by default they stay logged in indefinitely. It can be annoying if, for example, a dispatcher leaves his workstation for a few minutes to go talk to a chauffeur and then finds him or herself having to log in again.

However, when a user is logged in, it ties up a Livery Coach user license, which can be frustrating if the user has gone home.

Livery Coach has a few ways to solve these potential issues. First of all, in Setup...Maintain...Security, you can set an automatic timeout by user, so the system will automatically log that user out if it detects no activity in the system.

It is set by default to 0 (which means that it is turned off), but you can set this value individually for each user to whatever time period you like.

In the screen shot below, we have set this user up for a 30 minute timeout, so that if this user does nothing in Livery Coach for 30 minutes, he or she will automatically be logged out. (Any activity in Livery Coach, including scrolling the screen, looking up trips, clicking on anything, etc. counts as activity.)

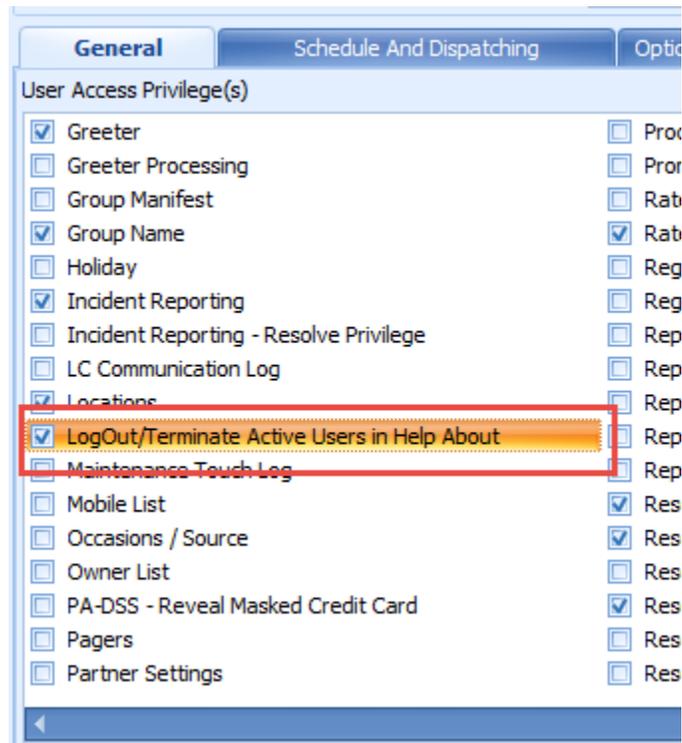


The screenshot shows the 'Edit Security' window with the following fields and values:

- UserID: Reservations
- Password: \*\*\*\*
- Confirm Password: \*\*\*\*
- Name: Reservationist (Sample)
- Mobile Code: [Empty]
- User Time Zone: (GMT -05:00) Eastern Standard Time
- Allow Window UserName To Access LiveryCoach:
- Never Change Password:
- Disable Incoming New/Change/Cancel Reservation Alert:
- Quickbooks Integrated: [Empty]
- Phone Attention: [Empty]
- Terminate LiveryCoach App if this user has no activity for: 30 minute(s). (Enter 0 to disable)

There is also a way for a user to end the session of another user, remotely, if the user has the appropriate permission.

If you give a user the “LogOut/Terminate Active Users in Help About”, then that user will have permission to log out another user remotely.



A user with this permission can click on Help...About Livery, and then navigate to the Active Users tab.



Select the user whose session you want to end, and then click either Logout or Terminate.

About Livery Coach

## Livery Coach Software

Build Version 1.48.8.009      Copyright 2018 Livery Coach Solutions, LLC  
 04/28/2018      Call (610) 296-7800 for technical support

What's New?      Purchased Features      Active Users (2)

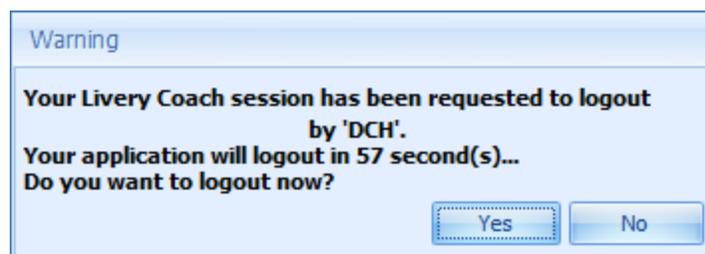
User Name	Computer Name	Active Date Time	Duration	Terminate/LogOut	Version
David Hirsch	DCH-I7	05/10/2018 10:38	1m		1.48.8.009
for testing	DCH-W530	05/10/2018 10:32	7m		1.49.8.010

Last Refresh Date/Time: [ May 10, 2018 10:39:15 ]      Auto Refresh After: 17 second(s)

App Launched Date/Time: [ May 10, 2018 10:38 ]

Log Out      Terminate      Refresh       Ok

The difference between Log Out and Terminate is that Log Out is a request—it will pop up a box on the target machine notifying that user that a Log Out has been requested...but the user has the option to say No.



Terminate still gives a 60 second warning, but does not have the option to reject the request. If the user clicks on OK, then the program terminates immediately.

Warning

**Your Livery Coach session has been requested to terminate  
by 'DCH'.  
Your application will be terminated in 55 second(s)...**

OK