

Tech Tip Tuesday—May 11, 2021

Automatic Logout of Inactive Users

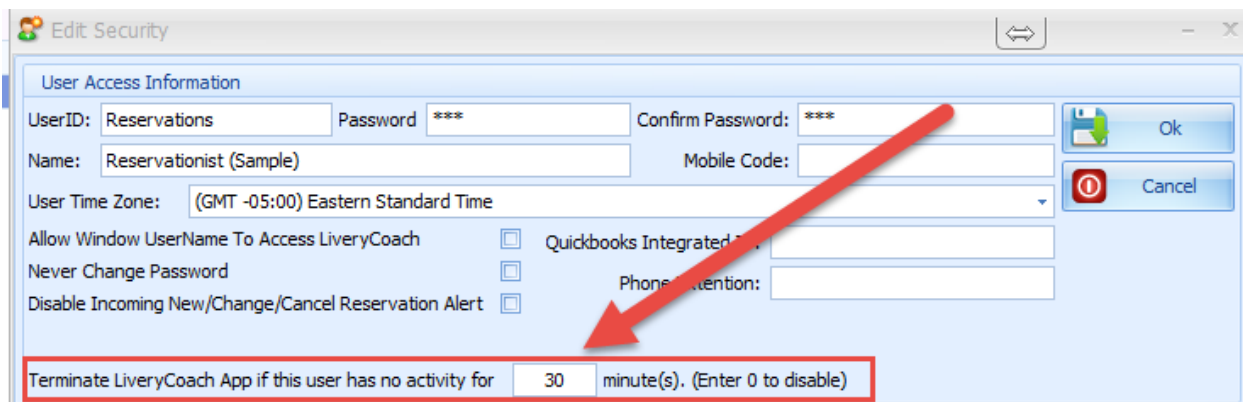
When the world came to an abrupt halt last March, many of you trimmed expenses everywhere you could, including suspending or even eliminating Livery Coach user licenses.

Now that business is coming back, and you might have more people in the office, you might be running into a “not enough licenses” issue. While we’re always happy to sell more licenses, the issue could be that people are staying logged in when they aren’t working, which ties up a user license.

In this classic Tech Tip (first published in 2018), we cover how to set some (or all) of your users to automatically log out after a period of inactivity.

You can set this number (in minutes) for each user, so they can be different (and some users might not have the auto-logout at all).

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.)

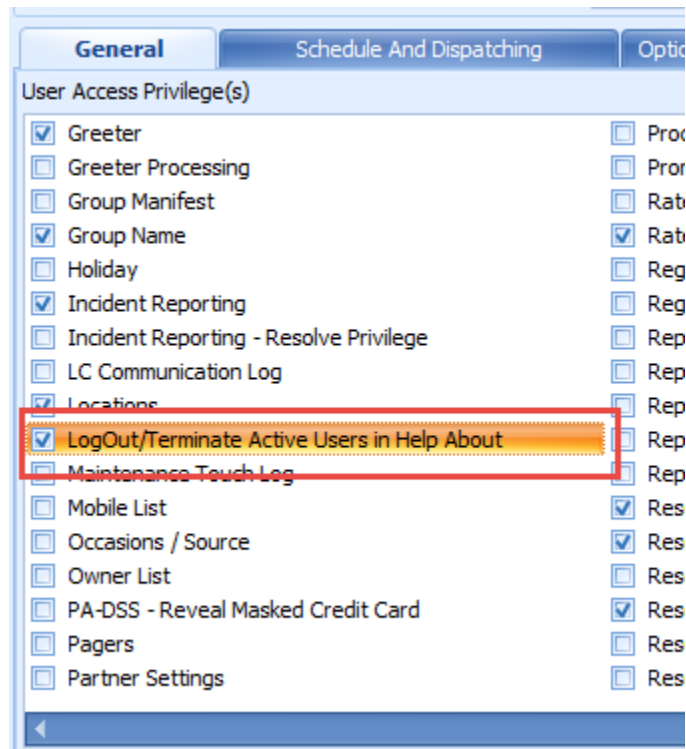


The screenshot shows a window titled "Edit Security" with a "User Access Information" section. The fields are as follows:

- 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]

At the bottom, a red box highlights the field: "Terminate LiveryCoach App if this user has no activity for 30 minute(s). (Enter 0 to disable)". A red arrow points to this field.

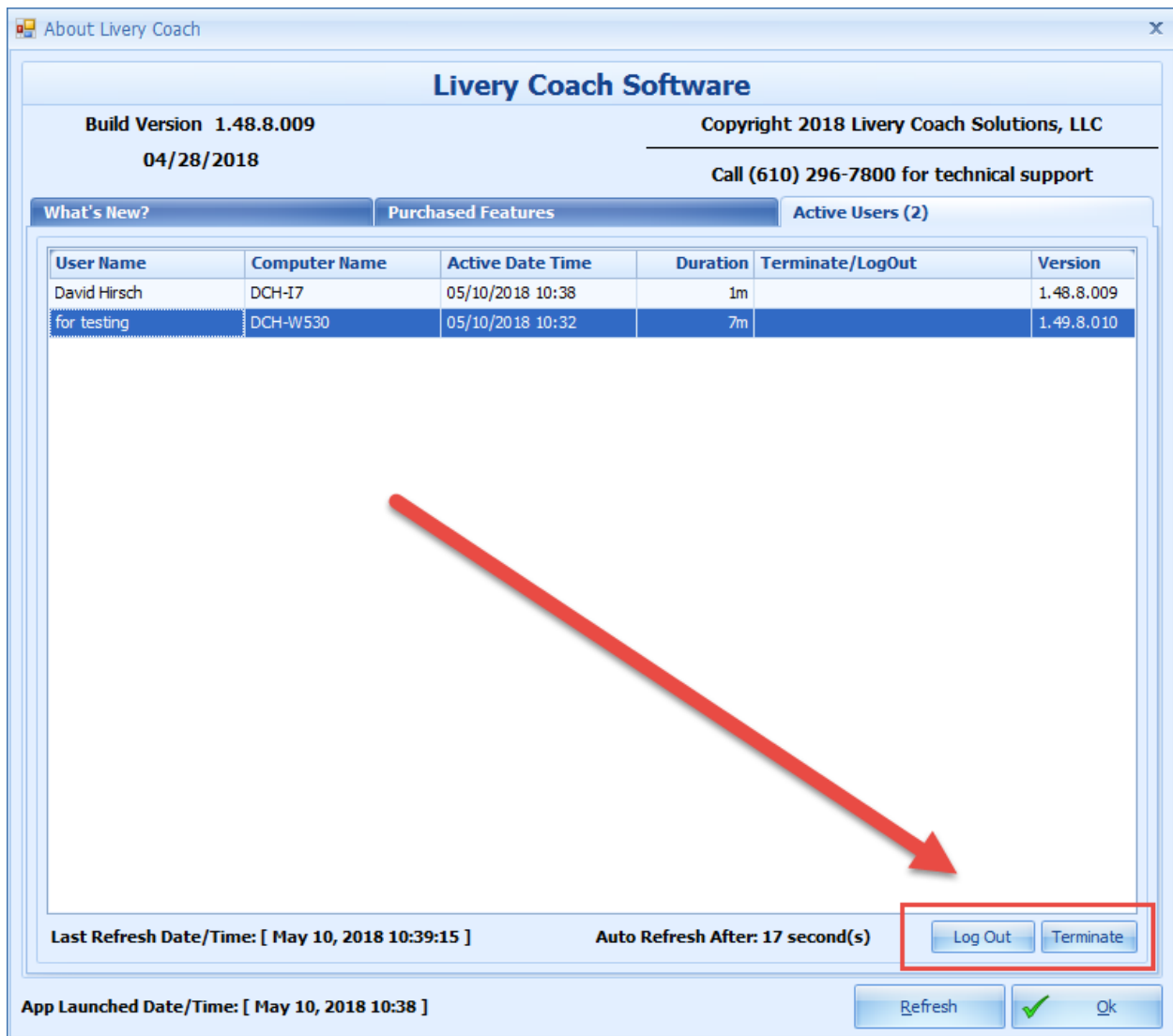
In addition, even if you haven’t set up a user to auto-log out, you can still end their Livery Coach session, remotely, if you have the proper permission in Security, as shown in the screen shot below:



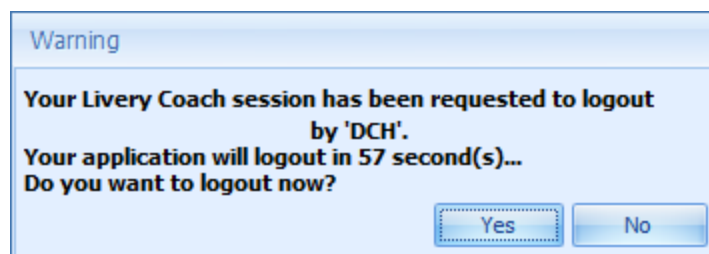
A user with this permission can click on Help...About Livery, and then navigate to the Active Users tab.



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



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