



(Formerly GetHelp)

Version 8.1.4 Release Documentation

Frontline Education is happy to announce the release of Help Desk Management version 8.1.4 which includes the following enhancements:

1. Application Idle Timeout Option

Application Idle Timeout Option

This new functionality empowers administrators to customize the duration of user sessions based on inactivity, providing greater control over security and user management.

- Admins can now define the idle timeout duration for user sessions according to their organization's security policies and preferences.
- This feature offers a flexible approach to session management, allowing administrators to strike the right balance between security and user convenience.

Inactivity-Based Timer:

- The countdown for idle timeout begins when a user is detected as inactive.

Enhanced Security:

- The Idle Timeout Option adds an additional layer of security by automatically logging out users who have been inactive for the district specified duration.
- This helps prevent unauthorized access and mitigates the risk of sensitive information being exposed due to unattended sessions.

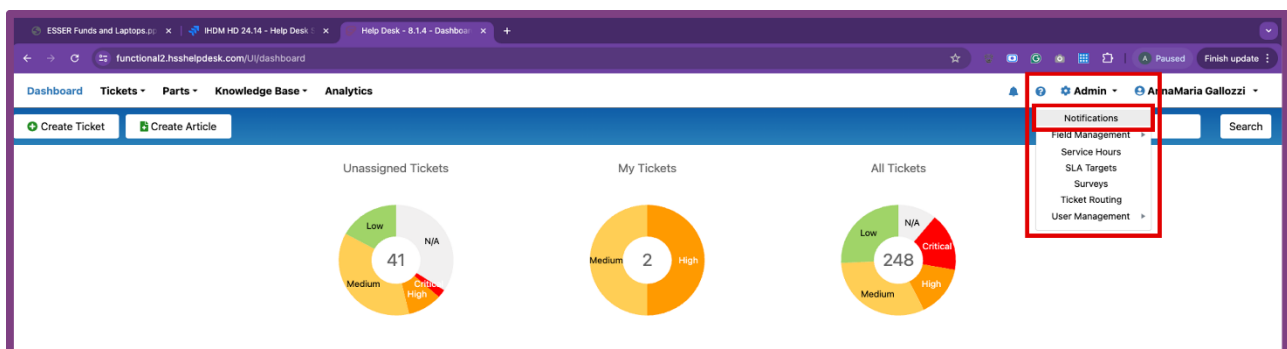
Improved User Experience:

- This feature contributes to a more secure and user-friendly experience by minimizing the likelihood of unintentional logouts.

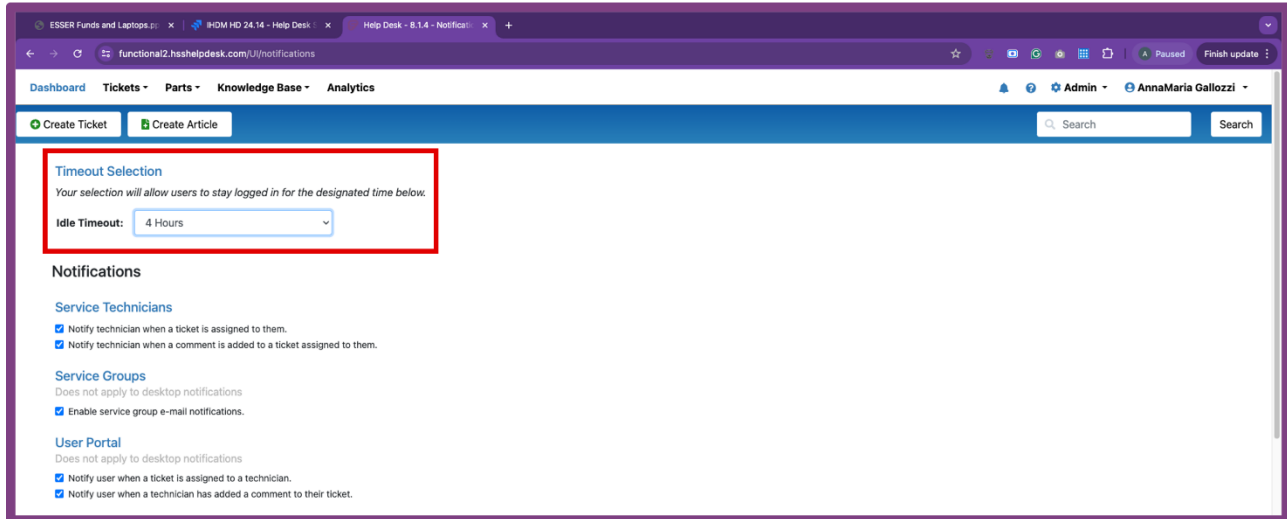
We believe that the Idle Timeout Option adds significant value to our platform by giving administrators the tools they need to align user session management with their organization's security requirements.

How to Configure Idle Timeout

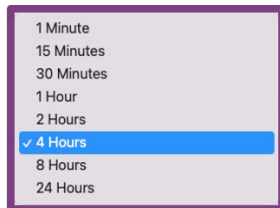
1. Log in to Frontline Help Desk Management as an Admin
2. Navigate to the **Admin** dropdown menu, and choose the **Notifications** option



3. Locate the Timeout Selection heading at the top of the page.

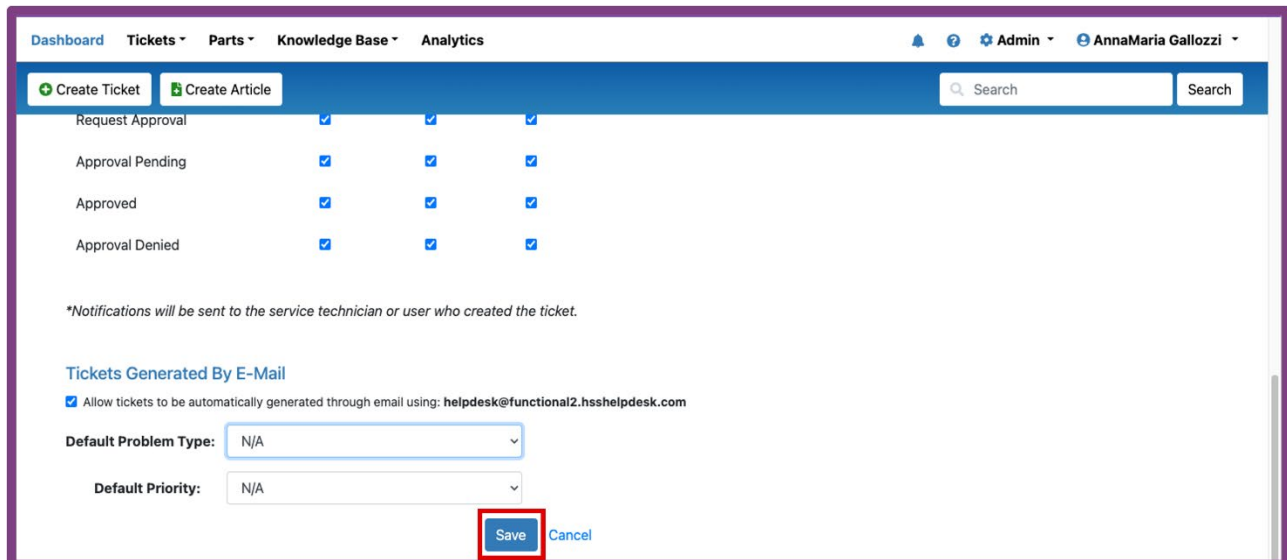


4. Set the Idle Timeout for your desired duration.



NOTE: The application default is 8 hours.

5. Scroll to the bottom of the page and click the **Save** button to ensure your changes are captured.



Note to Administrators:

Ensure that you communicate the idle timeout policy to your users and technicians to avoid any inconvenience. Users will appreciate being informed of the security measures in place and the actions they can take to prevent unintentional logouts.