Shortened Inactivity Timeout

Shortening the timeout on CommCare HQ

All CommCare HQ users are automatically logged out after too long without activity. By default, this timeout is two weeks.

For enhanced security, this timeout can be shortened to 30 minutes. After 30 minutes of inactivity, users will be logged out, and a popup will appear to obscure the screen and allow the user to log back in:

Users will receive a warning popup two minutes before their session expires, giving them the option to extend the session:

"Activity" is any action. It can be navigating to a page, or can be just clicking the mouse or typing data but not submitting it.

This timeout applies across all of HQ with the exception of pages that do not "belong" to a project space, such as the user’s account settings.

Setting up the timeout

The timeout is turned on in Project Settings, under Privacy and Security.

When turning the timeout on, be aware that anyone who has been logged in for longer than the timeout will be immediately logged out.
Edit Privacy Settings

Restrict Dimagi Staff Access

CommCare support staff sometimes require access to your project space to provide rapid, in-depth support. Checking this box will restrict the degree of support they will be able to provide in the event that you report an issue. You may also miss out on important communications and updates. Regardless of whether this option is checked, Commcare support staff will have access to your billing information and project metadata, and CommCare system administrators will also have direct access to data infrastructure strictly for the purposes of system administration as outlined in our Privacy Policy.

Secure submissions

Secure Submissions prevents others from impersonating your mobile workers. This setting requires all deployed applications to be using secure submissions as well. Read more about secure submissions here

Shorten Inactivity Timeout

All web users on this project will be logged out after 30 minutes of inactivity.