

# Custom Session Timeout

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We're committed to protecting sensitive cardholder data and minimizing the risk of unauthorized access. To support Payment Card Industry Data Security Standard (PCI DSS) compliance, you can customize session durations to match your security preferences. You can change your session timeout from 30 to 15 minutes, which follows industry standards and best practices.



A **Session Expiration Warning** appears after 10 minutes of inactivity. If you remain inactive, you will be automatically logged out five minutes after the warning appears.

## Set a custom timeout session for a provider



If you don't see the **Timeout Session** section, check with your office manager or practice group administrator. Your practice may have been set up with the 15-minute session timeout at the practice group level.

1. Select **Account > Account Settings > Security** tab.
2. Under **Timeout Session**, select the **Enable Custom Timeout Session** checkbox, and then select **15 minutes**.
3. Select **Update Entire Profile**.

The screenshot shows the 'Account Settings' page with the 'Security' tab selected. The page includes a notification about the Authy account connection, download links for the App Store and Google Play, and fields for email, cell phone, and current password. The 'Timeout Session' section is highlighted with a red box, showing the 'Enable Custom Timeout Session' checkbox checked and the 'Session Timeout Timer' dropdown set to '15 Minutes'. The 'Update Entire Profile' button is at the bottom right.

Account Settings

Profile View General Email Medical Billing eRx Info Services Usage Sample Data Security

Your Authy account is now connected

Please download Authy on your mobile device:

Download on the App Store GET IT ON Google Play

Email to use: [redacted]  
Cell phone to use: [redacted]  
Current password: [redacted]

Enable Authy

**Timeout Session**

☒ Enable Custom Timeout Session

**Session Timeout Timer**

✓ 15 Minutes  
30 Minutes

Update Entire Profile

## Set a custom session timeout for a staff member



If you don't see the **Timeout Session** section, check with your office manager or practice group administrator. Your practice may have been set up with the 15-minute session timeout at the practice group level.

1. Select **Account > Staff Account Information**.
2. Under **Timeout Session**, select the **Enable Custom Timeout Session** checkbox, and then select **15 minutes**.
3. Select **Save staff account**.

### Staff Account Information

First name	<b>Camille</b>
Last name	<b>Staff</b>
Email Address	<input type="text" value="camillestaff@email.xyz"/> <button>Change Email</button>
Password	<input type="password" value="Change Password"/>
Username	<b>camilles</b>
Home phone	
Cell phone	<b>111-222-3333</b>

**Timeout Session**  
☒ Enable Custom Timeout Session  
**Session Timeout Timer**  

☒ 15 Minutes  
☐ 30 Minutes

DrChrono App Unlock PIN	<input type="password" value="...."/>	<button>View/Edit</button>
Support PIN	<input type="password" value="...."/>	<button>View</button> <button>Generate New PIN</button>

Save staff account

## Set a custom session timeout for a practice group



The practice group administrator or office manager can [create a case](#) to customize your timeout session to 15 minutes (or revert it to 30 minutes) for your practice group.



When the 15-minute session timeout is turned on for your practice group, individual users don't see the **Timeout Session** section.

## FAQ

## **Who should have the custom timeout session turned on?**

We suggest decreasing the session timeout to 15 minutes for users who handle sensitive billing information, enter credit card data, or have access to stored credit card data. Users should monitor their session activity and save their work before the 15-minute time limit. If you log out and back in, you are redirected to the page you were on before the logout.

## **Is work saved if my session times out?**

DrChrono has an autosave feature for clinical notes and charting, which means your information is automatically saved if your session times out. However, we do not support autosave functionality in other areas of the system. We recommend that you finish your task or workflow before logging out of your DrChrono session to avoid losing progress.

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