

Custom Session Timeout

Last modified on 05/16/2025 12:17 pm EDT

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We're committed to safeguarding sensitive cardholder data and reducing the risk of unauthorized access. To comply with the Payment Card Industry Data Security Standard (PCI DSS), you can tailor your session durations according to your security preferences.

You can change your session timeout from 30 to 15 minutes, which follows industry standards and best practices.

Set a custom timeout session for a user

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

The screenshot shows the 'Account Settings' page with the 'Security' tab selected. The 'Timeout Session' section is highlighted with a red box. It contains a checkbox for 'Enable Custom Timeout Session' which is checked. Below it is a 'Session Timeout Timer' dropdown menu with '15 Minutes' selected and '30 Minutes' as an option. At the bottom of the page is a blue button labeled 'Update Entire Profile'.

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 [input field]

Enable Authy

Timeout Session

☒ Enable Custom Timeout Session

Session Timeout Timer

✓ 15 Minutes
30 Minutes

Update Entire Profile

If you no longer see the **Timeout Session** section in the **Security** tab, check with your office manager or practice group administrator. Your entire practice may have been set up with the 15-minute session timeout at the practice group level.

Set a custom timeout session 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 no longer see the **Timeout Session** section in the **Security** tab.

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.
