User Guide: Avoid Timing Out in ARM
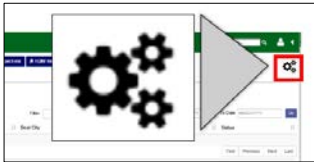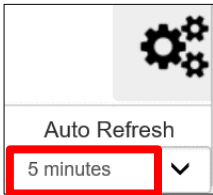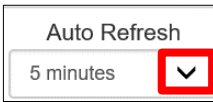
Purpose: This user guide explains how to prevent ARM from timing out by opening two tabs and using the Auto Refresh settings.
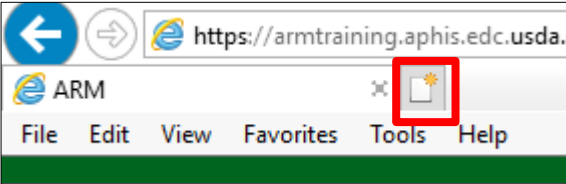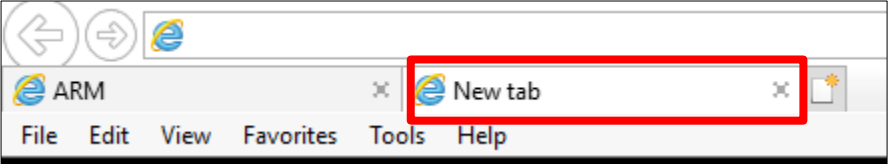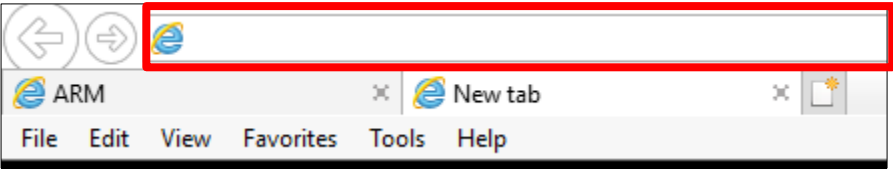
ARM uses eAuthentication.
- For security reasons, eAuthentication times out and automatically logs out users when users have not been active in ARM for certain periods of time.
- If ARM times out, unsaved work is lost.

By opening two tabs and logging in to ARM in both tabs, ARM constantly refreshes in one tab, preventing ARM from logging out in the other tab.

NOTE: If users are connected to any other website through eAuthentication and it times out, everything connected through eAuthentication times out - even if users are in ARM and the auto refresh is active.

Step	Action
1	Log in to ARM. (For assistance, refer to User Guide: Logging in to ARM.)
2	Click the Auto Refresh icon. A window displays. The field in the drop-down menu indicates how frequently ARM is automatically refreshing. The default, as shown below, is five minutes. If desired, change how frequently ARM is refreshing by clicking the drop-down arrow. **NOTE: The recommended setting is five minutes.**

Step	Action
	A window displays the expanded drop-down menu. The current auto refresh option is highlighted. Off 1 minute 5 minutes 10 minutes Click another option.
3	Open a second tab in your browser. To open a second tab, click the New tab button at the top of your browser window (shown below). The new tab displays.
4	In the new tab, log in to ARM. (For assistance, refer to User Guide: Logging in to ARM.)
5	Use ARM from the second tab. While you are working in this second tab, the first tab you logged in to is constantly refreshing ARM, preventing ARM in the second tab from logging out.