

? How to Adjust the Auto Logout Time

Last Modified on 07/07/2025 12:18 pm BST

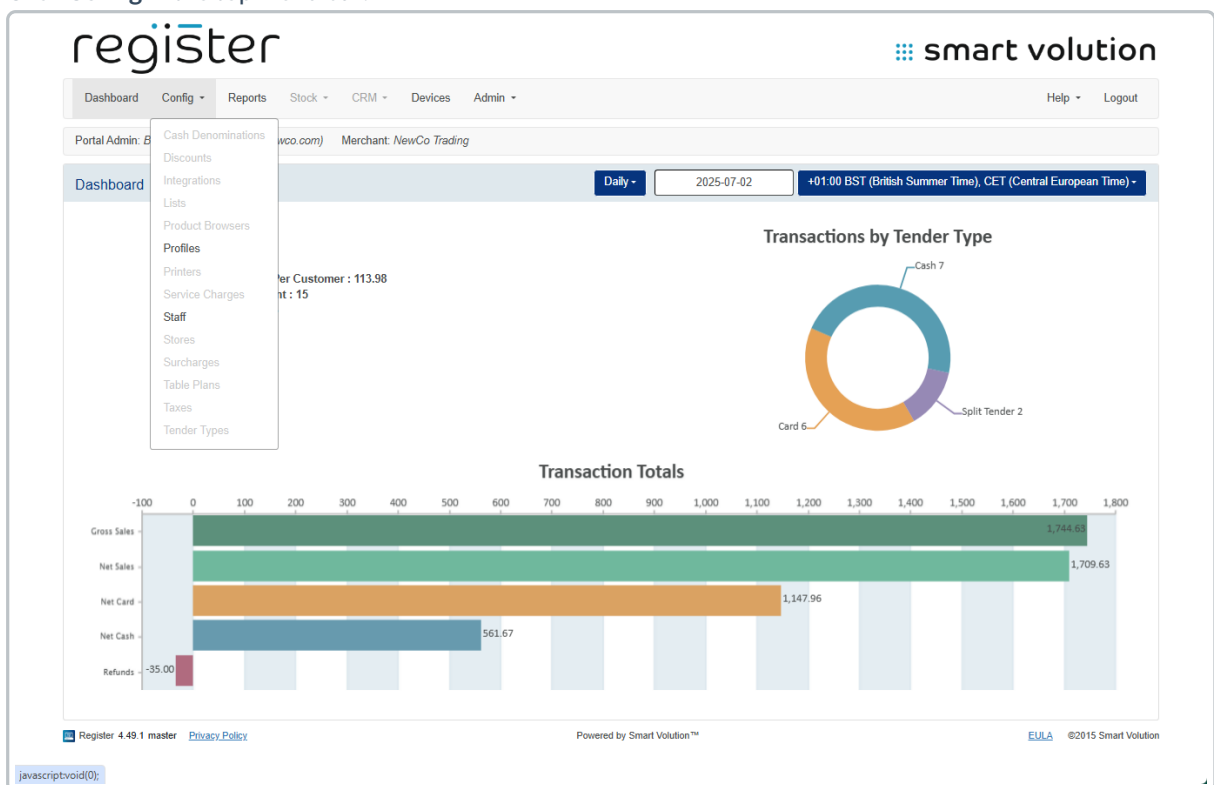
Your system is set to automatically log users out after a period of inactivity. You can customize this timeout to better suit your business needs.

? On the Web Portal:

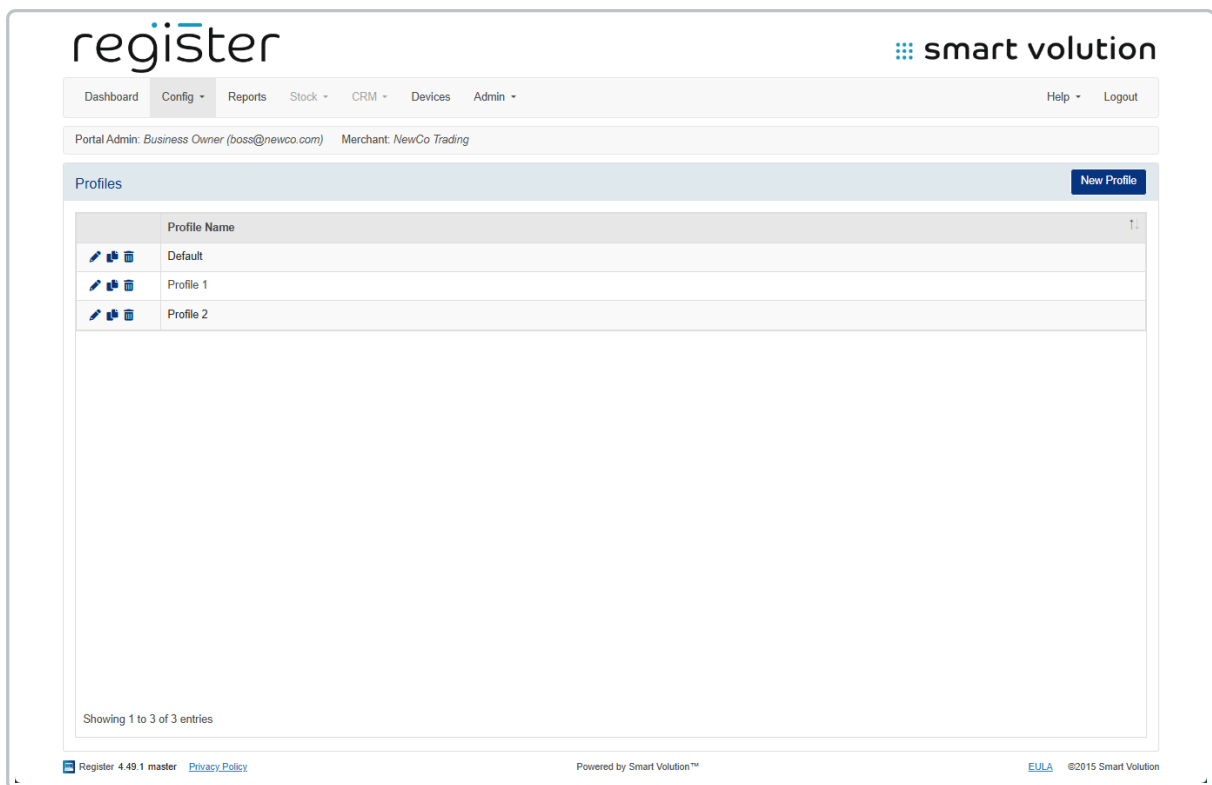
1. Log in to the **Web Portal** using credentials provided by your **Solution Provider**.



2. Click **Config** in the top menu bar.

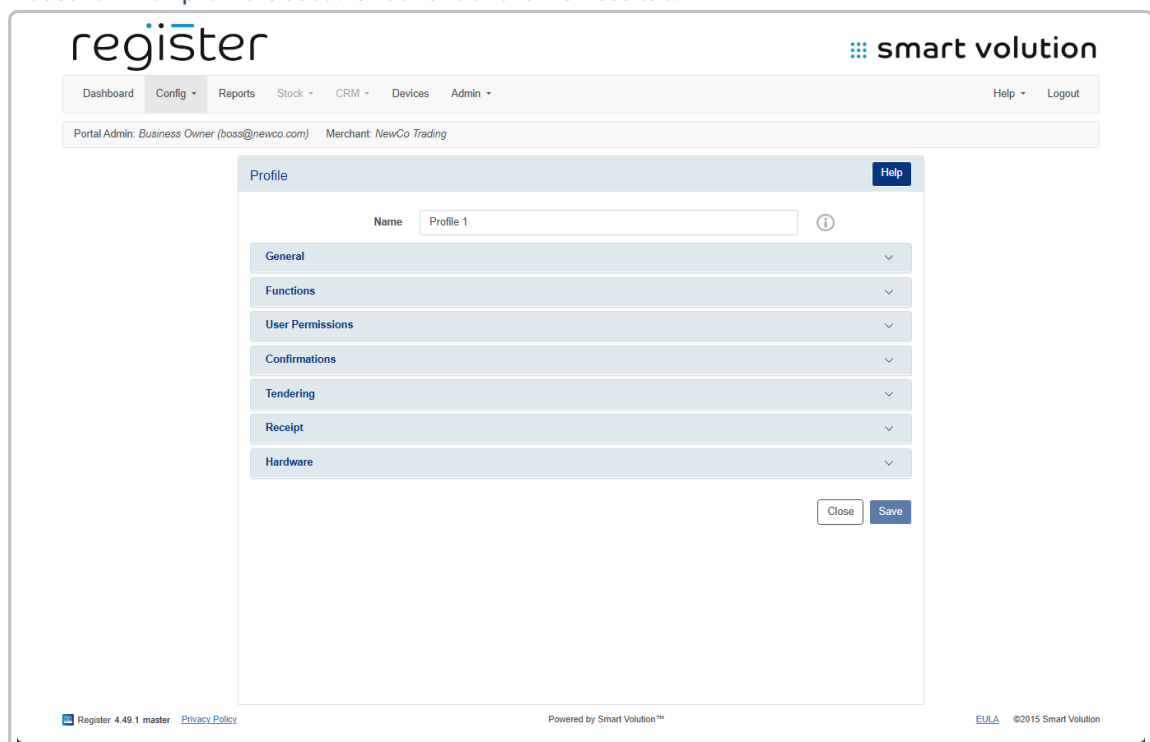


3. Select **Profiles** from the sub-menu.



4. Find the Profile assigned to your device and click the **Edit** () icon.

- Not sure which profile is used? Check under the **Devices** tab.



5. Expand the **General** section.

The screenshot shows the 'register' interface with 'smart solution' branding. The top navigation bar includes links for Dashboard, Config, Reports, Stock, CRM, Devices, Admin, Help, and Logout. Below this, a status bar shows 'Portal Admin: Business Owner (boss@newco.com)' and 'Merchant: NewCo Trading'.

The main content area displays the 'Profile' settings for 'Profile 1'. The 'General' section is expanded, showing the following configuration options:

- Logging Out:**
 - Logout User After Each Transaction:** Radio buttons for 'No' (selected) and 'Yes'.
 - Allow Staff to Stay Logged In:** Radio buttons for 'No' (selected) and 'Yes'.
 - Logout User After X Seconds:** A text input field containing '120'.
- Functions:** A dropdown menu.
- User Permissions:** A dropdown menu.
- Confirmations:** A dropdown menu.
- Tendering:** A dropdown menu.
- Receipt:** A dropdown menu.
- Hardware:** A dropdown menu.

At the bottom right of the profile settings, there are 'Close' and 'Save' buttons.

The footer of the interface includes 'Register 4.49.1 master', a 'Privacy Policy' link, 'Powered by Smart Solution™', a 'EULA' link, and '©2015 Smart Solution'.

6. In the field **Logout User After X Seconds**, enter the desired timeout (in seconds).

- Example: 300 for 5 minutes.
- To disable auto logout, enter 0.

7. Click the **Save** button at the bottom of the page.

On Your Device:

8. On the **login** screen, tap the **Update Data** button (top-right corner) to download and apply the configuration changes.

