

# What are the timeout settings for Blackbaud Hosting Services

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Blackbaud employs two types of time out settings to ensure safety for client databases as well as to control the use of server resources and licenses. These time out settings include the Blackbaud Hosting Services Web Portal and individual user application sessions that are established when launching hosted Blackbaud applications such as The Raiser's Edge or The Financial Edge. Time out settings for individual user Citrix sessions are determined based on Supervisor versus non-Supervisor user roles.

## Answer

### Blackbaud Hosting Services Web Portal timeout setting:

This is the page users access to launch Citrix User Administration, hosted applications (The Raiser's Edge, The Financial Edge, etc.) and their Files Folder, and is determined by the datacenter specific URL.

- If a user is idle in the Web Portal for 15 minutes, they will be logged out and will need to log back in to access applications, the Files Folder and User Administration.
- Users may still work in their hosted application after being logged out of the Blackbaud Hosting Services profile, due to inactivity.

### Individual User Application Session timeout setting:

For **The Financial Edge** and **The Education Edge**:

- If any user is idle for 60 minutes, they will be logged out of the application and will be prompted to enter credentials upon their return. This setting is not dependant on the user's rights in the application.

For **The Raiser's Edge**:

- If a Supervisor user is idle for 15 minutes, they will be logged out of the application and will be prompted to enter credentials upon their return.

**Note:** This setting is defaulted in the application and cannot be changed for Supervisor users. For more information on how a Supervisor user is defined, please see the following solution: [BB702463](#)

- If a non-Supervisor user is idle for 15 minutes, they will be logged out of the application and will be prompted to enter credential upon their return.
  - If your Administration allows, this 15-minute timeout setting may be extended to 60-minutes for all non-Supervisor users. To update this setting, please visit [BB702463](#) for additional information.

**Note:** The Individual User Application session can be extended for up to 12 hours on a temporary basis. For more information, please see the following solution: [BB707898](#)

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