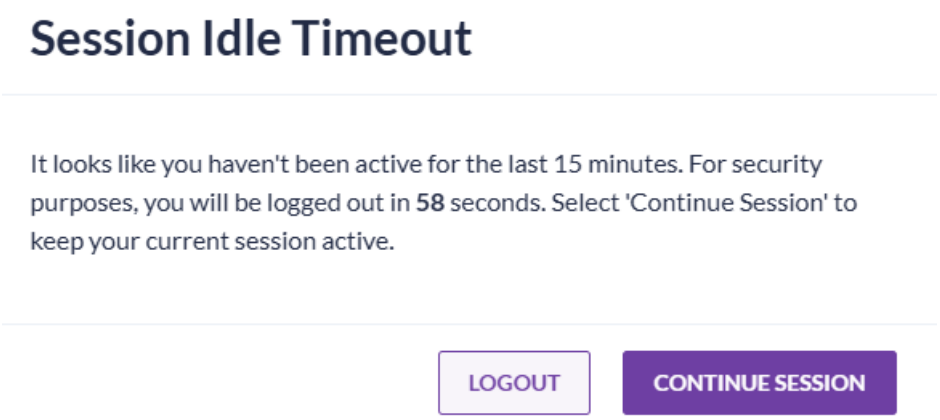
Why am I automatically logged out of Donor CRM

Last Modified on 09/04/2025 12:18 pm EDT

As part of PCI 4 compliance requirements, Donor CRM users will be notified after 15 minutes of inactivity and automatically logged out. This protective measure provides added security around credit card processing and your donor data and therefore cannot be removed or modified.

Prior to being logged out, a warning modal will temporarily display to either continue session or be logged out for inactivity.



When new users are added to Donor CRM, the following dialogue window will prompt them to acknowledge the security function.

