

Why am I automatically logged out of Donor CRM?

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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.

Session Idle Timeout

It looks like you haven't been active for the last 15 minutes. For security purposes, you will be logged out in 58 seconds. Select 'Continue Session' to keep your current session active.

LOGOUT

CONTINUE SESSION

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

GiveSmart Security Update



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Got It!