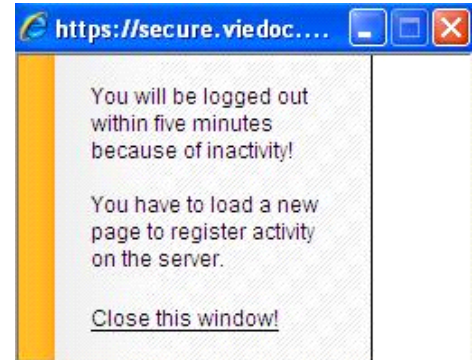# 3. Important system information

1 System time-out

- Please observe that for security reasons you are automatically logged out of endoACRO after 30 minutes of user inactivity. A pop-up window will alert you 5 minutes before you are logged out.

> https://secure.viedoc....
>
> You will be logged out within five minutes because of inactivity!
>
> You have to load a new page to register activity on the server.
>
> Close this window!

2 Optimize your browser for Viedoc

- To get maximum usability of all functions in Viedoc, we recommend you to add this site to the list of trusted sites in your web browser.

- If you are using Internet Explorer, follow these easy steps:
  ◦ 1. Choose [Tools] on the top menu, followed by [Internet Options] and choose the [Security] folder.

  ◦ 2. Click [Trusted sites] followed by [Sites].

  ◦ 3. Enter "*.viedoc.net"

  ◦ 4. Click [Add] followed by [Close] and [OK].

- If the above options are greyed out it means that you don't have the rights to change these settings. In this case you must ask your system administrator to do this.

- Please note that Viedoc works without being defined as a trusted site, but some pop-up windows may have to be manually opened.

3 Passwords

- Passwords in endoACRO are valid for 90 days. After that period you will be forced to change your password. You can of course change your password more frequently if you want to. To do so, you must be logged into the application. To change password, please see the lesson "Profile".

- If you forget your password you can use your challenge question to reset your password. For more info on challenge questions, see next chapter.

- Please observe that after 5 failed login attempts your user account will be locked. If that occurs, please contact helpdesk for support.

4 Challenge question

- Challenge questions are generally used for password reset: if you forget your password, the website will ask a question and if answered correctly, you will be able to reset the password without contacting helpdesk.

- *How to choose a good challenge question:* You write your own challenge question. Choose an answer that is memorable, but not easy to guess. For your security, please make sure the answer to your challenge question is:

  1. Something only you know
  2. Not likely to change over time
  3. A minimum of five characters long

      4. Not associated with your password or username in any way.

- For information on where to update the the challenge question and answer, please see the lesson "Profile".