
DATE: December 10, 2019
TO: All Hospital Staff
FROM: Bob Swiatoschik, Director of Information Technology
SUBJECT: Timeout on Citrix (Storefront) Change (effective December 9, 2019)

Please be advised effective December 9, 2019, the idle timeout for Citrix (Storefront) will change from 4 hours to 1 hour.

Within a Citrix session, you may have multiple applications open. As long as you are active in one of those applications, you will be fine. If you have multiple Citrix sessions open (example – Citrix session 1 - using email, word, excel, etc and Citrix session 2 – using STAR or MS4) and you have not registered a key stroke or a mouse move after 58 minutes, you will be prompted with a warning message – if you click OK, you will preserve the session, if you do not, the session will close and all associated applications will close abruptly.

Timeouts are an important aspect of computer security. They are the front line of protection for user accounts as well as access to our applications and related technology environments. With the approval of each hospital member, TransForm is implementing this timeout change in response to ever growing pressures related to Cybersecurity and to align its security strategies with industry best practices.