



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workspace Desktop Edition Help

Inactivity Timeout

---

## Contents

- [1 Inactivity Timeout](#)
  - [1.1 Single Sign-On Environments](#)
  - [1.2 Related Resources](#)

# Inactivity Timeout

## Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

For your security and the security of your company, Workspace might be configured by your administrator to become locked after a specific period of time during which neither your mouse nor keyboard is used. This feature protects you from unwanted system access, if you walk away from your workstation without locking it.

When the time period of inactivity specified by your administrator is reached, all of the open Workspace windows on your desktop are minimized, and the **Reauthenticate** view is displayed.

To unlock Workspace, you must enter in the **Reauthenticate** view the password that was used to log in the locked application, then click **Authenticate**. Click **Cancel** to log off all channels and exit the application.

Your status might be set to Not Ready. To change your status, use the [My Status](#) view.

All Workspace windows are minimized when the application is locked, except for the following windows, which are locked but remain visible:

- Interaction notifications (with Case Information hidden during lock-out)
- System-tray icon

System notices are not locked. When Workspace times out, a system-message notification is displayed to alert you that Workspace has timed out.

Click **Show** to access the message. Click **Dismiss** to dismiss the notification.

If you clicked **Show**, click **OK** to dismiss the message.

## Single Sign-On Environments

In Single Sign-On Environments, if Workspace times-out due to inactivity, click **Reauthenticate**. If reauthentication fails, the following message is displayed in the **Reauthenticate** view: Cannot resume application session due to authentication error. Please lock this computer, then unlock it using your most recent password and try again..

After you reauthenticate in your environment, Workspace is available to use.

## Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [Log In](#)
- [Main Window Basics](#)
- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

## Related topics

- [Launching Workspace](#)
- [Login](#)
- [Main Window](#)

## Top 10 pages

1. [Workspace Desktop Edition Help](#)
2. [Main Window](#)
3. [My Status](#)
4. [Contact Directory](#)
5. [Workbins](#)
6. [Functionality Overview](#)
7. [My Messages](#)
8. [Login](#)
9. [Voice Consultation](#)
10. [Components, Features, and Controls](#)