

No images? [Click here](#)



Tech Tip #45: eDOCSignature Timeout

****These settings and features may not be available for all clients. If you do not see them, please contact your solution provider.****

One of the security features in eDOCSignature is a timeout that occurs after 15 minutes. What exactly does this mean? If you do not change the page you are on in eDOCSignature after 15 minutes, the system will prompt you to refresh or allow your session to timeout. Your next question might be “If I’m working on setting up a document in a package but need to step away, is there a way to save my progress?”. The answer is YES!

To save your progress, click **Next** in the top-right corner of each screen until you are brought to the **Review Document Information** screen. In the top-right, click **Save**. This will bring you back to the eDOCSignature home screen.



To return to the document you are setting up, from the eDOCSignature home screen, click **Manage Packages**. From the **Created By** drop-down list, select your name and click **Search**. The latest package you created will be at the top of the search results (#2 below).

Click on the package name. A list of documents contained within the package will appear. If you have not yet sent a document, you will see a gear icon to the right

of the screen (#3 below). Click the gear icon to return to the **Edit Document** screen and continue your work.

Package Name	Status	Created	Modified	Created By		Next
 Sales Order Template 04-13-2020	Ready To Sign	04/13/2020	04/13/2020	RSULLIVAN	 Edit	▲
 Sales Order Template	Rdy eSign	04/13/2020		RSULLIVAN		
 test fillable pdf converted	Completed	04/06/2020	04/06/2020	RSULLIVAN	 Edit	▼