Change the Timeout Value

By default, OnContact will log out users after 20 minutes of inactivity.

If you would like to change that setting, open CRM and go to Setup->Miscellaneous->System Setup.

Change the Login Timeout setting to whatever value you want, in minutes. So, for example, if you want the timeout to be 8 hours, set that value to 480. (The default of zero will set the timeout to 20 minutes).

After making this change, users will have to log out and log back in again to pick up the new timeout setting.