



GoFileRoom, v.16.1.3  
User Bulletin 8441: Update

17 January 2017

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This user bulletin describes a change made with this update of GoFileRoom®.

## CHANGE

With our recent security improvements, we introduced a 30-minute maximum idle period before GoFileRoom automatically times out of the current session. However, because GoFileRoom recognizes only the activity that occurs within GoFileRoom, many users were adversely affected when working outside of the active GoFileRoom session on PDF files, Microsoft® Excel® files, and Word® documents.


With this update, we've temporarily increased the maximum idle period that administrators can set in the Administration > Manage Configurations > Security tab to 180 minutes.

In a future update, we'll re-introduce the 30-minute maximum idle period for all users of GoFileRoom along with an improved user experience for those working on files outside of active GoFileRoom sessions.

## HELP & SUPPORT

### GoFileRoom help topics

The GoFileRoom help includes information about application features and related procedures. Click the

**Help** link in the GoFileRoom menu. You can also enter text in the search field and click the Search  button. For more information, including sample searches, see [Finding answers in the Help & How-To Centre](#).

## PRODUCT SUPPORT

You can request support via Submit Ticket through the [Support Portal of our website](#). To speak directly with a Support Representative, call us on **0845 180 909**. Select the appropriate option when prompted. You can also send a message to [digita.support@thomsonreuters.com](mailto:digita.support@thomsonreuters.com).