Basic Time Out Restrictions

There are 3 distinct timeout scenarios for ePAR.

1 - 30 minutes of inactivity times a user out of myNJ.

2 – Two hours maximum myNJ session then a user is timed out of myNJ.

3 - ePAR has a 2-hour maximum session with any other proxy'd application. This timer starts when either ePAR is first opened or if another proxy'd application is first called. Proxy'd applications share their session timeout.

CSC advises to start a new myNJ session and go immediately into ePAR to eliminate any unforeseen timeouts. That provides a full 2 hours of ePAR work time.

Page Errors

If a user is receiving the "working on it" page for longer than 10 seconds or just a blank loading page have them hit the F5 key to refresh the page to see if that clears up any loading issues. Also clearing the Cache may resolve this issue.