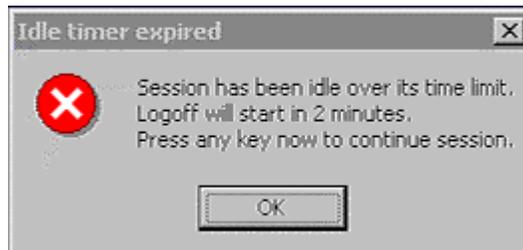


Important Note: 15 Minute Disconnect/Stay Alive Feature and Citrix Time Outs

As you know, in addition to managing information, the Citrix servers optimize network performance by limiting the amount of network resources that can be taken up by people who are logged onto CONNECTIONS but not actually using the Application. If users are logged onto a Citrix session and their machine is idle for 28 minutes, users receive the following warning from the server that their session will “time out” in 2 minutes.



With the “15 minute disconnect/stay alive” feature, time outs are also minimized. If a user’s session is timed out and the user logs back into Citrix within 15 minutes, they will be re-connected to the session in the exact place they left prior to the server disconnect or network interruption. That being said, when users are re-connected to their session, they will see the two-minute warning message box referenced above. Users should click OK and the message box will disappear. **Note:** This does **not** mean that the session is being timed out again.

For additional information regarding the “15 minute disconnect/stay alive” feature, please visit the CONNECTIONS Intranet Website Home Page (What’s New – October 22nd Postings).