eMerge System Time Out Issue

System Time Out Information for PeopleSoft

For security purposes eMerge PeopleSoft has 60 minute timer, after 60 minutes of non-activity eMerge PeopleSoft will close and the user is logged out and returned to the ‘Employee Gateway’ page (www.sfgov.org/sfemployee). This timer applies to eMerge Human Capital Management (HCM) System. The eMerge Portal, where you initially arrive after entering though the Employee Gateway, has a separate, shorter 20 minute timer.

This means that 20 minutes after logging into HCM through the Portal your session will close UNLESS you:

1. Return to the Portal to restart the timer by clicking on a tab of the Portal page; or
2. Upon logging into HCM you return to the Portal and close the window. This will not affect your HCM session, but will prevent the Portal timer from locking you out of HCM.

Note: On the User Support tab of the Portal, open a UPK outline for you to use during the day. The UPK window does not have any timeout.

Optimal User Experience with PeopleSoft

For an optimal user experience:

2. Only open one internet browser and conduct entire session in this browser.

Pop-Up Blockers
The Portal and HCM will open a pop-up window when you have 5 minutes left in your session. Your workstation must have the Portal and HCM (https://emergeweb.emrg.sfgov.org) as a “trusted site” in order for the pop-up window to appear. Otherwise your pop-up blocker will prevent Portal and HCM from opening the window. Please add the site as trusted sites or contact your department’s IT professional if you do not have access to make this change.

Internet Browser
eMerge recommends Internet Explorer 8 or Firefox internet browsers. Also, please only open one browser and complete the entire session within this window. Opening multiple windows will create multiple timers and whenever one of these windows is not used for 60 minutes the user will be locked out of HCM and need to return via the ‘Employee Gateway’ page.