

Audatex *Claims Manager*™

Power Dispatch Mobility Times Out After a Short Amount of Time

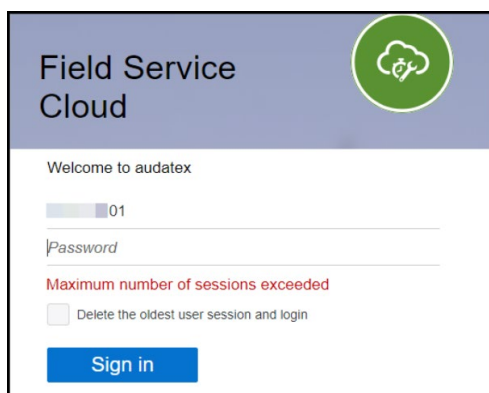
Note: Google Chrome is the recommended browser for use with Power Dispatch Mobility.

Overview

- After logging into Power Dispatch Mobility, the site will logout automatically after a short amount of time.
- Mobility times out and must be logged back into.
- Kicked out of Mobility frequently.
- Mobility keeps restarting.

Error Message

- Maximum Number of Sessions Exceeded.

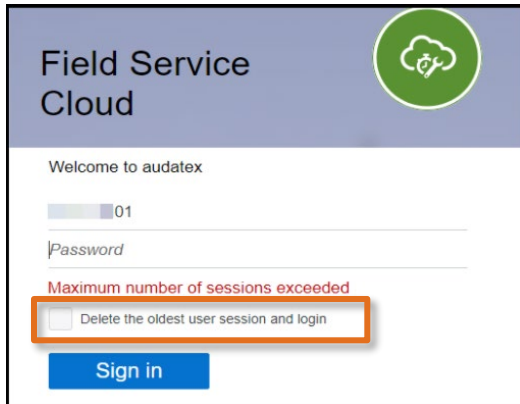


Solution

Try these solutions in the order shown.

1. Click **Logout** when done with the mobility session.
Note: Do not just close the web browser, as using Logout is the only way to clear the session properly.
2. Delete the current saved favorite link for the site.
Example: <https://login.etadirect.com/audatex/m>.
3. Clear Internet Explorer Temporary Files and Cookies.
 - 1) Click **Start**.
 - 2) Click **Control Panel**.
 - 3) Double click **Internet Options**.
 - 4) Click **Delete** from the **Browsing history** section.
 - 5) Deselect the **Preserve Favorites website data** check box.
 - 6) Select the **Temporary Internet files and website files** check box.
 - 7) Select the **Cookies and website data** check box.
 - 8) Click **Delete**.
 - 9) Click **OK** to close the Internet Options window when the process is complete.

4. Close all **Internet Explorer** windows.
 5. Open **Internet Explorer**.
 6. Manually type the website address.
 7. Login and verify the issue is resolved.
 8. Save this site as the new favorite when resolved.
 9. When the issue persists, use the **Google Chrome** web browser as an alternative.
- Note:** *When receiving the error message, Maximum number of sessions exceeded, Click the **Delete the oldest user session and login** check box.*



The screenshot shows the Audatex Field Service Cloud login interface. At the top, there's a header with 'Field Service Cloud' and a green circular logo. Below the header, it says 'Welcome to audatex'. There are two input fields: one for a username (containing '01') and one for a password (labeled 'Password'). Below the password field, a red error message states 'Maximum number of sessions exceeded'. Underneath this message is a checkbox labeled 'Delete the oldest user session and login', which is highlighted with an orange rectangular box. At the bottom of the login area is a blue 'Sign in' button.

10. Contact Audatex Technical Support at (800) 859-4818 option 1, 2 when these steps do not resolve the issue.