

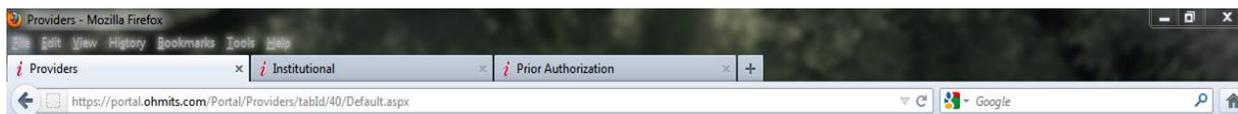
Solutions to reduce the MITS Web Portal timing out frequently

Have you ever wondered the reason that the Ohio Medicaid Information Technology System (MITS) Web Portal times out?

The MITS Web Portal was designed to support a single user log on within one browser window or tab. A browser is the tool that is used to connect to an internet address. Internet Explorer, Firefox, and Google are just examples of browsers; usage with the MITS Web Portal is not limited to these. Many users have found other ways to manage working in the MITS Web Portal for their day to day activities by opening additional windows or tabs. Using multiple windows or tabs may result what appears to be more frequent session timeouts errors as reported by users.

The timing of a session is determined by the first window or tab opened for the MITS Web portal at the time of log on. For example if a user has three windows or tabs opened and has only been working in the third window or tab opened, the timeout will occur because there was no activity within the original window or tab. Because these windows and tabs were created through the original session, all MITS Web Portal windows and tabs may time out at the same time.

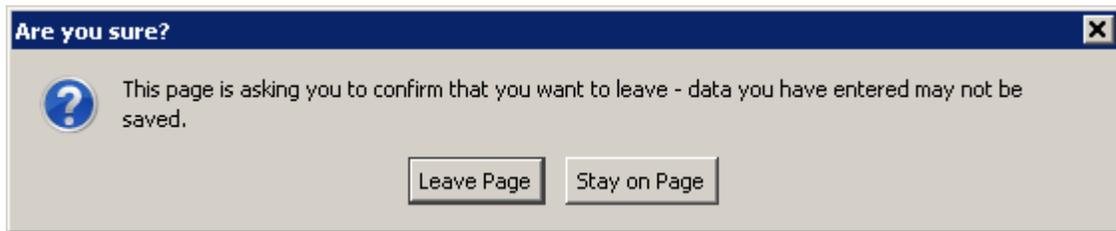
Example of a single sign on with multiple tabs



Activity that keeps a logon active is the actual movement among MITS Web Portal pages or by clicking on the submission buttons, as it is the connection between the browser and the MITS Web Portal servers that keeps a logon active. Movement of a mouse and keying in characters do not cause interaction with the server and therefore will not keep a logon active longer than the 15 minute limit. For example if a user is keying in data for a claim, and has only been keying in data to one claim and has not clicked on any links or opened additional pages, then stops to go do something else and leaves the browser open. Remember the timer started when the user first pulled up the claims page and started keying data and not when the user stopped keying and went to do another office task.

Users may also experience a time out error if they use the back page arrows or use the backspace key when they are not in an input field. In the case of these two scenarios the error message similar to below will appear deepening on the Web browser used:

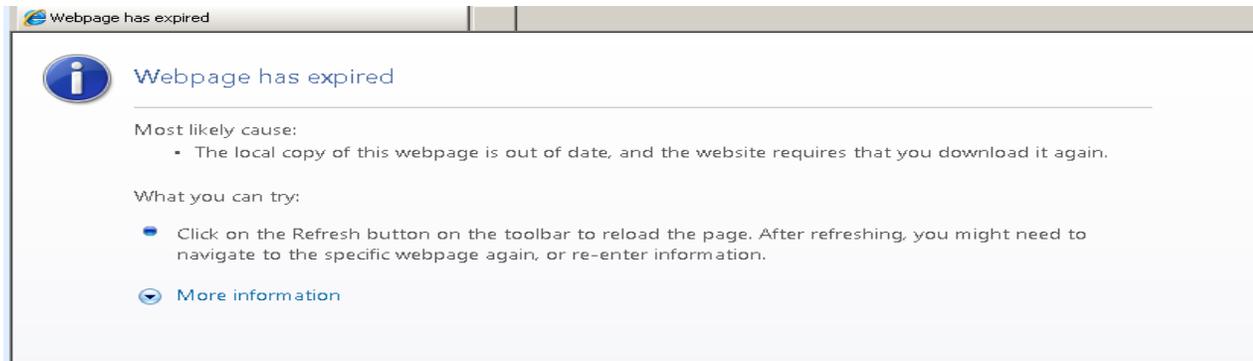
Firefox



Or Windows Internet Explorer



When similar errors occur, the browser will default to the "Leave Page" or "OK". A similar error will appear using any other type of internet browser. When the user chooses an presses an enter key on the default option or selects "Leave Page" , "OK" or another corresponding option the resulting page will appear.



To avoid the message above, the user needs to select the "Stay on Page" or "Cancel" buttons. These are not the default options and must be selected by the user. Before proceeding with data entry on the page after the error window disappears, make sure the cursor has been moved into an updatable field or the errors may repeat themselves and it will appear like another timeout.