



How to set a Hard Stop on your Account

Log into your 1CapApp dashboard

On left side under “Admin”

Click “My Company”

Scroll down to “1CapApp Information”

You will see in red “Hard Stop”

To the right of Hard Stop is a drop down box with the time in minutes. We suggest you pick a reasonable time for your Hard Stop.

IMPORTANT: Now scroll to the bottom and click “SAVE” See screen shot below.

This Hard Stop will be applied to every session you schedule.

Definition of Hard Stop: By default 1CapApp will never disconnect the writer and stop the session. Hard Stop is the amount of time a writer can sit idle and not send text to the streaming server.

By enabling Hard Stop, after the period of inactivity you have chosen, the writer is automatically disconnected and the session is stopped.

It is important to inform your team what you have chosen as a Hard Stop on your account as we let account owners pick their own Hard Stop.

You can also see the Hard Stop time set on an account when you launch 1Connect. The Hard Stop is displayed on the left-hand corner. See screen shot below.

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Edit Company



Company Information

Name	<input type="text" value="Fast Captions"/>
Phone	<input type="text" value="855-422-7277"/>
Email	<input type="text" value="jeanette@1capapp.com"/>
Address	<input type="text" value="2020 Caption Way"/>
City	<input type="text" value="Topeka"/>
State/Province	<input type="text" value="KS"/>
Zip	<input type="text" value="66618"/>
Logo 	<div>Upload New Logo</div> 
Website	<input type="text" value="www.1capapp.com"/>
Realtime Software You Use	<input type="text" value="Eclipse"/>

Billing Information

Same As Company	<input checked="" type="checkbox"/>
Name	<input type="text" value="Fast Captions"/>
Address	<input type="text" value="2020 Caption Way"/>
City	<input type="text" value="Topeka"/>
State/Province	<input type="text" value="KS"/>
Zip	<input type="text" value="66618"/>

1CapApp Information

Hard Stop 	<input type="text" value="30 Minutes"/>
URL 	<input type="text" value="https://fastcaptions.1capapp.com"/>

DON'T FORGET TO SCROLL TO THE BOTTOM AND CLICK SAVE!!!!!!!

Go back to "My Company" and scroll down to make sure you did save your Hard Stop. If you did it correctly it will still be there.

