

Stay Signed In

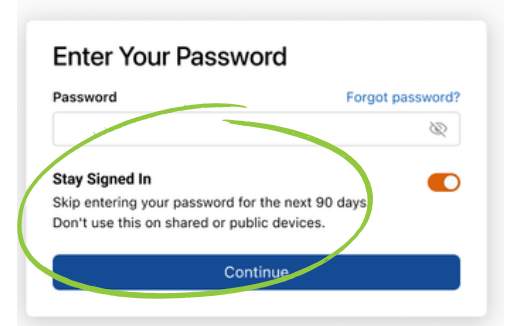
For Show Planner Users

We've added a "Stay Signed In" option to the planner login experience, so users can spend less time logging back in and more time planning their visit.

Note This feature is not available for events using a custom login process.

What to Expect As a Planner User

Once "Stay Signed In" is enabled at login or sign up, the user will stay logged in on that device and browser — no more re-entering credentials every time a session times out. This is enabled automatically for all shows, so there's nothing organizers need to turn on.



Users can manage their signed-in devices anytime from My Profile, and can sign out of all devices at once.

How It Works

- Enable "Stay Signed In" at login or sign up. Once selected, the user stays logged in on that device/browser for 90 days or until they choose to sign out.
- View Remembered Devices in My Profile. Each signed-in device appears in a list showing device type, browser, OS, and last active time. The user's current device is clearly marked.
- Sign out of all devices with one click. A single button logs the user out everywhere at once — handy if they signed in on a shared or public computer.
- Sessions are automatically re-validated. Security checks run periodically in the background. If access is revoked or a device is signed out remotely, other devices are logged out within about 10 minutes.
- There are no changes to the mobile app. Users are already kept signed in as part of the app experience.