**Security Timer Reset**

Under  IT policy on the BES,  go to Security Policy Group - Allow Resetting of Idle Timer defaults to False, change it to True.

You should be able to change the Permissions for "Security Timer Reset" to allow.

**IDLE TIMER RESET**

Make sure we change from NO to YES (This prevents the constant looping asking for permissions)

It may require additional system resources from the device.

On your end, clicking on Idle Timer Reset option in BES and change from NO to YES.  I believe to the right of that specific option, it gives an explanation of what Idle Timer Reset actually does. (Has something to do with 3rd party applications)

When you made the changes in your BES server and push a new policy through, the end user will still have to go back into the Application Permissions menu on the device under INTERACTIONS and change from CUSTOM to ALLOW, this will prevent the looping.

Change the “default” policy for Third party apps. They need only to “Allow Resetting Idle Timer” to “yes”.

He said that he went in and hit user can change time out under device only and put yes...The fire