

Checking to See if Document is Locked by Another User.

- A. When trying unsuccessfully to take action on a document, (usually all the fields will be greyed out, except for signature fields), **right click** on the document and select **Keywords**.
 1. If the document is locked, a message box will appear like the example below.
 2. Either contact the person who has the document open and ask them to close it or contact Sandra at x6573 and she will close them out of the document. If Sandra isn't available, contact Lloyd at x6427 or Val x6869 in the Computer Group to make your request.
 3. If you had the document open when the lock was removed, close the document, click on a different line item, and then reopen the document that was locked to be able to take action.

