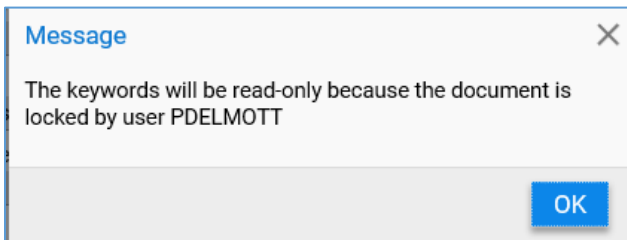


Remove OnBase Document Locks

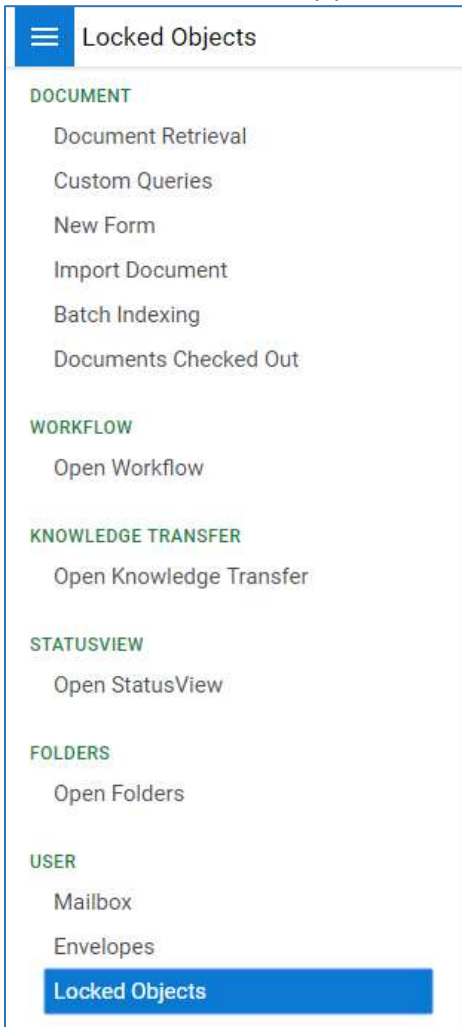
Occasionally, you may lock yourself out of an OnBase document. This can happen if your browser crashes while viewing a document or if you've opened the document in multiple windows at the same time. When locked, you won't be able to edit the document/form. Rather than wait the 20 minutes for the session timeout to clear the lock, you can remove the lock yourself if it was locked by you. If it's locked by someone else, you can call them to unlock, or call the OnBase team at 5684 or 5180 to unlock.

Web Client

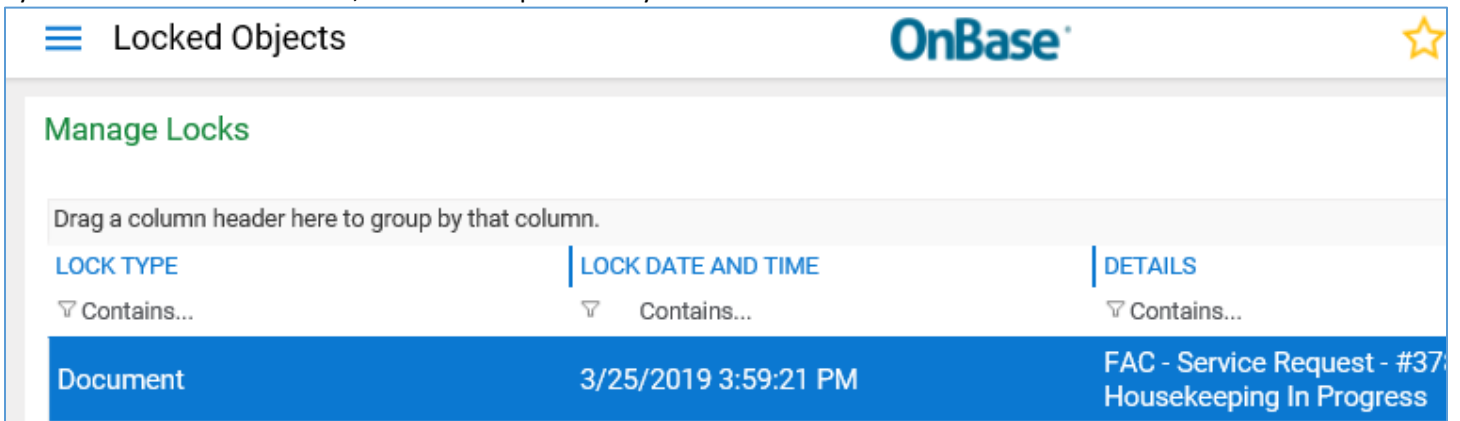
To tell if the document is locked in the Web Client, you can right click, keywords.



To remove a lock locked by yourself, **click the hamburger menu** and select **Locked Objects**.



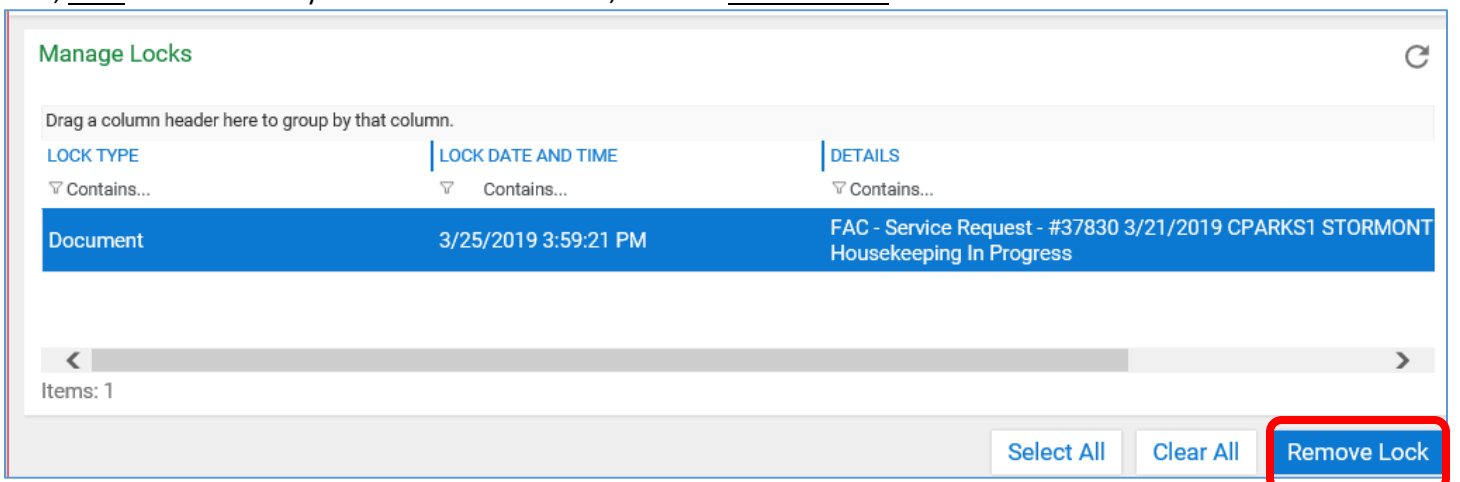
If you have any documents locked, you will see them listed here. If nothing is listed, it's possible the document is locked by someone else. In that case, contact that person or your OnBase Administrator.



The screenshot shows the 'Locked Objects' page in OnBase. At the top, there is a navigation menu with a hamburger icon and the text 'Locked Objects'. The OnBase logo is in the top right corner. Below the header is a section titled 'Manage Locks' with a sub-header 'Drag a column header here to group by that column.' A table is displayed with three columns: 'LOCK TYPE', 'LOCK DATE AND TIME', and 'DETAILS'. Each column has a dropdown arrow and the text 'Contains...'. The table contains one row with the following data: 'Document', '3/25/2019 3:59:21 PM', and 'FAC - Service Request - #37; Housekeeping In Progress'.

LOCK TYPE	LOCK DATE AND TIME	DETAILS
Contains...	Contains...	Contains...
Document	3/25/2019 3:59:21 PM	FAC - Service Request - #37; Housekeeping In Progress

First, **Click** the document you wish to unlock. Then, click the **Remove Lock** button.



The screenshot shows the 'Manage Locks' page in OnBase. The table from the previous screenshot is visible, but the 'Remove Lock' button at the bottom right is highlighted with a red box. The button is labeled 'Remove Lock' and is located next to 'Select All' and 'Clear All' buttons. The table data is: 'Document', '3/25/2019 3:59:21 PM', and 'FAC - Service Request - #37830 3/21/2019 CPARKS1 STORMONT Housekeeping In Progress'. Below the table is a scroll bar and the text 'Items: 1'.

LOCK TYPE	LOCK DATE AND TIME	DETAILS
Contains...	Contains...	Contains...
Document	3/25/2019 3:59:21 PM	FAC - Service Request - #37830 3/21/2019 CPARKS1 STORMONT Housekeeping In Progress

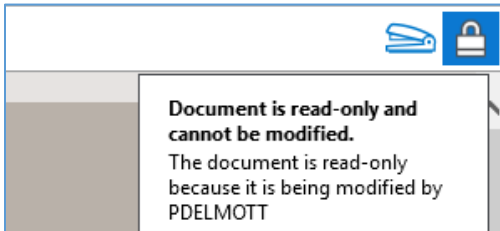
Items: 1

Select All Clear All **Remove Lock**

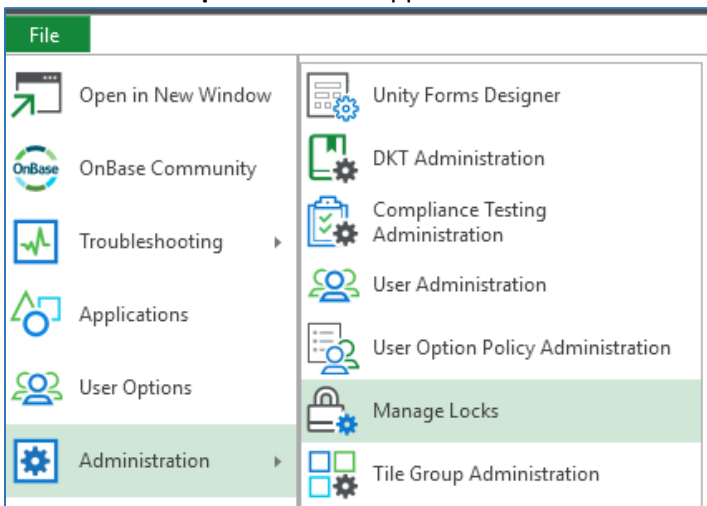
When you open the document/form again, it should now be editable. If you already have it opened in another window, you'll need to move away from the document (or close it) and come back for it to be unlocked.

Unity Client

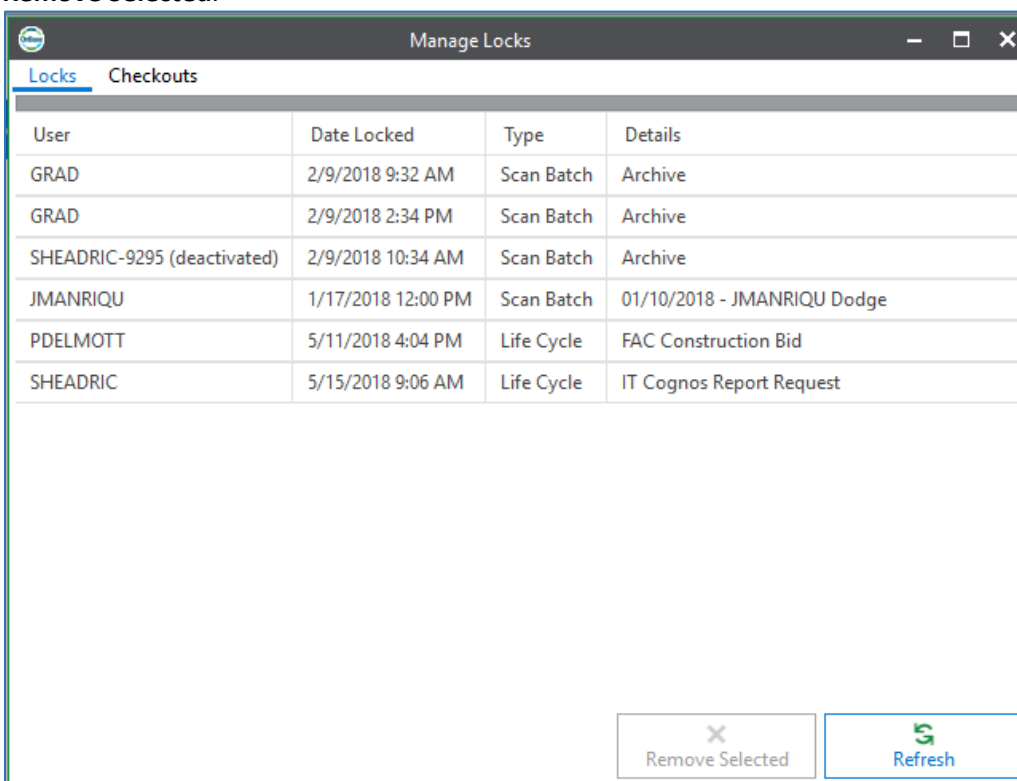
To tell if a document is locked in the Unity Client, if you see a lock in the upper right corner, it's locked. If you hover over it, you will see who has it locked:



Click the **File drop down** in the upper left corner on the **Unity Client**, click **Administration**, click **Manage Locks**.



A list of all documents you have open will appear. To remove the lock, **select the document in the list**, then click **Remove Selected**.



When you open the document/form again, it should now be editable. If you already have it opened in another window, you'll need to move away from the document (or close it) and come back for it to be unlocked.

Since you only see documents you have locked, if there are no documents listed, it's possible the document is locked by someone else. In that case, contact your OnBase Administrator.