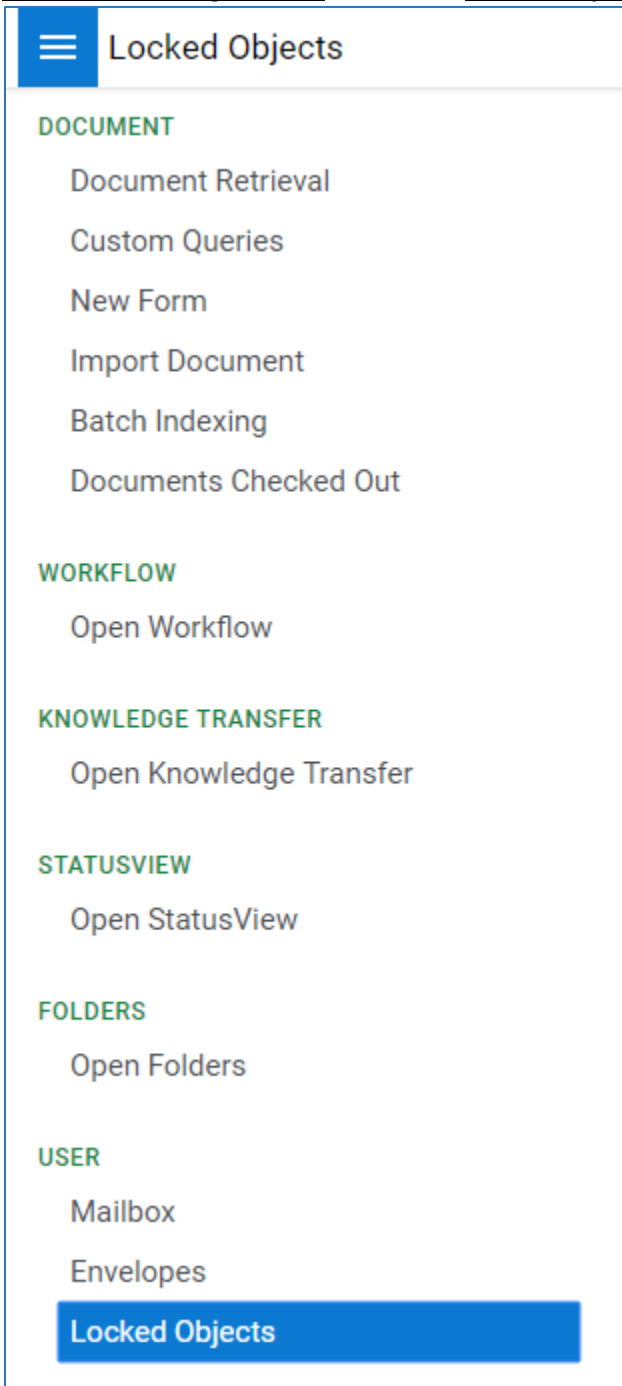


Remove OnBase Document Locks

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 usually remove these locks yourself.

Web Client

Click the hamburger menu and select **Locked Objects**.



The image shows a screenshot of the OnBase Web Client interface. At the top left, there is a blue hamburger menu icon (three horizontal lines) next to the text "Locked Objects". Below this, the menu is organized into several categories, each with a green header:

- DOCUMENT**
 - Document Retrieval
 - Custom Queries
 - New Form
 - Import Document
 - Batch Indexing
 - Documents Checked Out
- WORKFLOW**
 - Open Workflow
- KNOWLEDGE TRANSFER**
 - Open Knowledge Transfer
- STATUSVIEW**
 - Open StatusView
- FOLDERS**
 - Open Folders
- USER**
 - Mailbox
 - Envelopes

At the bottom of the menu, the "Locked Objects" option is highlighted with a blue background and white text.

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 your OnBase Administrator.

LOCK TYPE	LOCK DATE AND TIME	DETAILS
Life Cycle	5/15/2018 9:06:33 AM	IT Cognos Report Request

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

Manage Locks

LOCK TYPE	LOCK DATE AND TIME	DETAILS
Life Cycle	5/15/2018 9:06:33 AM	IT Cognos Report Request

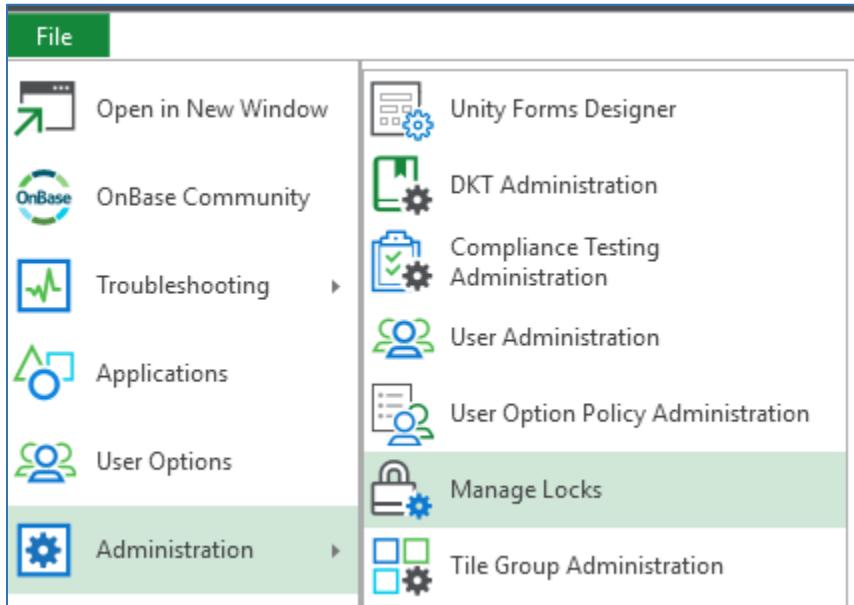
Items: 1

Select All Clear All **Remove Lock**

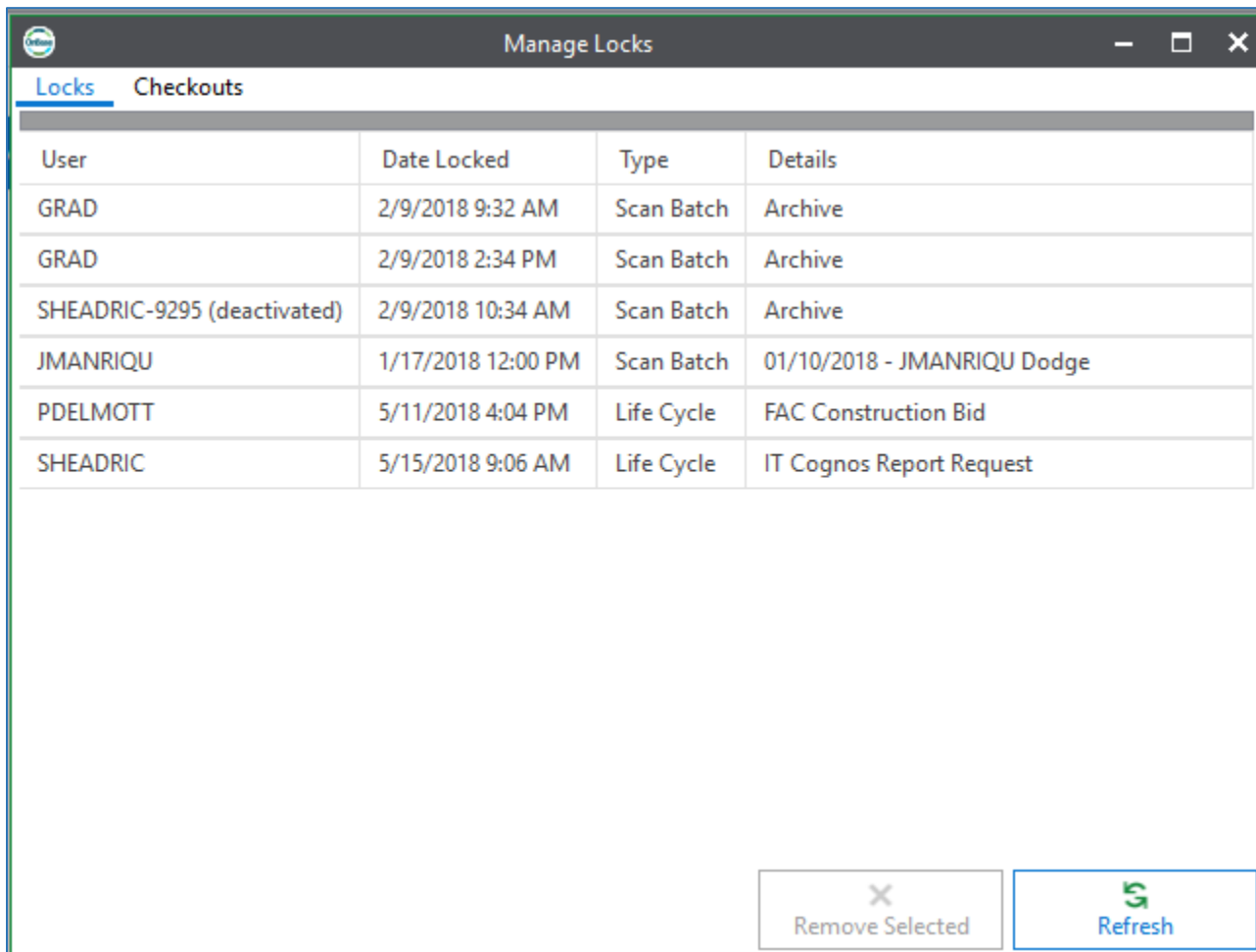
When you open the document/form again, it should now be editable. If you already have it opened in another window, you'll need to move away from the document (or close it) and come back for it to be unlocked.

Unity Client

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.