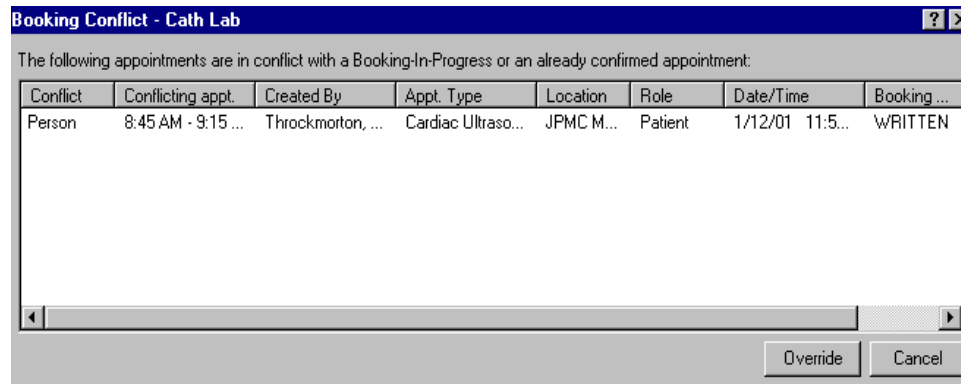

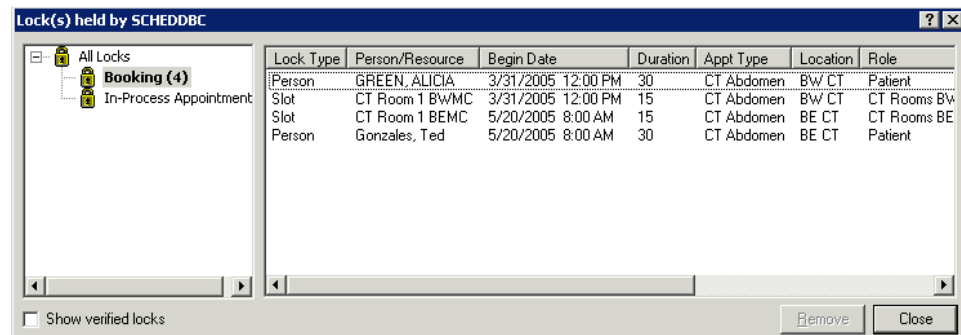


Locks

Sometimes a slot will become locked when a user has tried to schedule an appointment to the slot, but for whatever reason it did not finish booking. The slot may appear open, but it will not allow you to book an appointment. If you get a warning that a slot is locked, look to see whom it was created by, then have that person unlock the slot.



1. Locate the lock by clicking the View Locks icon . A window will display listing all locks created by the username you are signed onto the application with.



2. Click Booking to see if the slot was a booking lock. If there are locks which you would like to remove, highlight them and press the REMOVE button.
3. If you don't see a lock in Booking, click In-Progress Appointments to see if there is a lock in there. Highlight any In Progress locks and press the REMOVE button.
4. You may also need to release any verified locks. To Accomplish this, click the checkbox next to Show Verified Locks in the bottom left corner of the window.