# 1 Record Locking on an Update Screen

This identifies who is locking the record being retrieved on an update screen. While this example uses a Human Resources screen, this works throughout all **AUC** modules.

When two users are attempting to access the same record on an *update* screen, **User One** succeeds in opening the record, and **User Two** must wait. This may happen when **User One** is accessing a record and steps away from the keyboard. For example, **User One** may be on the **"Employee Maintenance"** screen for Employee #23 and leave the desk – the next user **(User Two)** wanting to update employee #23 will be unable to do so until **User One** is finished**.**

When this happens, any **"User Two"** waiting for the record will see a popup screen as shown in **Figure 1**.
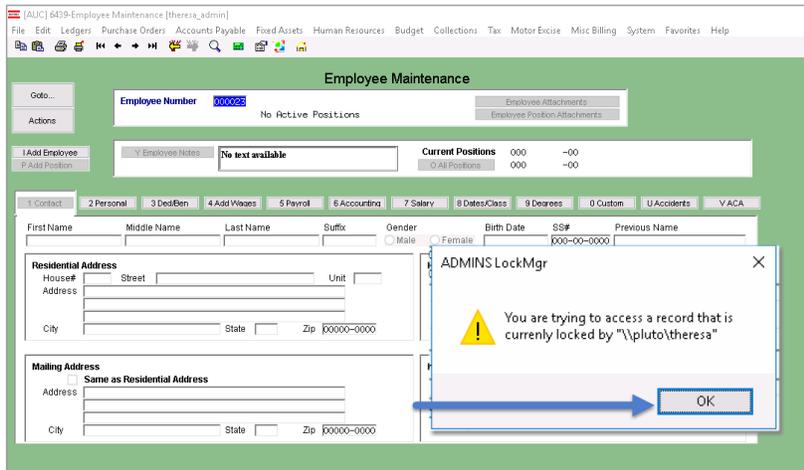
Figure 1–Popup notification that a record is locked

Click on **[OK]**. The system will display a new screen providing the information needed to contact the user locking the record.

❑ The new screen identifies which screen the user was trying to access (in the example shown in **Figure 2**, the screen is the **Employee Maintenance** screen).

❑ Available contact information is supplied from the **User Profile** screen. If the **User Profile** screen has no email or phone information, only the name and department will be shown. Contact **User One** to request access to the record.

❑ Once the user locking the record has been contacted and exits the record, click on the **[Return to Previous Screen]** button. Clicking on the **[Return to Previous Screen]** button will return to the same record, so be sure to first contact **User One**.

❑ If waiting for the record is not desired, proceed to another task by clicking on the (**[Home]** button). From the home screen, use the menu to select another task.
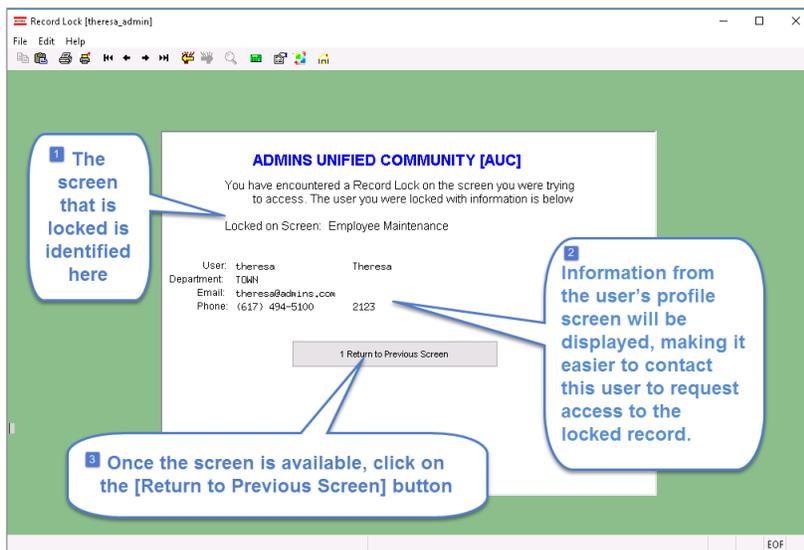
**Figure 2–Screen with information about who is locking a record and how to contact them**

2 Other Record Locking Assistance

Users sometimes encounter a lock that prevents them from accessing a record. There is a message displayed at the bottom of the screen in the lower-left corner that will say "Waiting for Record Lock, User \\IRIS\theresa", for example. This tells the user who else is on the record. Some users may be unable to see or interpret this message and will ask a "superuser" at their location for help.

A "superuser" on the site can help identify record locks. Select **Help ▶ Check Blocking Locks**.

This will check for blocking locks and open a report window on the screen with the lock information.
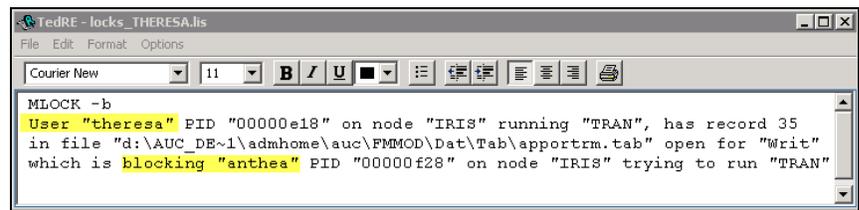
In the example, the user "Theresa" is blocking "Anthea" and the "superuser" may contact Theresa to ask her to exit the screen to release the lock and allow Anthea to access the record. The "superuser" **must** click **File|Exit** to close this window before they can do anything else in AUC.

The user with a record lock will not be able to use the **Help ▶ Check Blocking Locks** feature since they are already captive in the locked AUC process. They will need to ask another user, the site "superuser" or ADMINS to check for them.

3 Contact support@admins.com for Help with These Locks

Usernames are intentionally obscured for this illustration

Contact support@admins.com if the locking shows your username on the Batch Query screen or the AP/PO Dashboard approvals. This is caused by a prior session terminating due to a network outage or an improper exit from AUC.