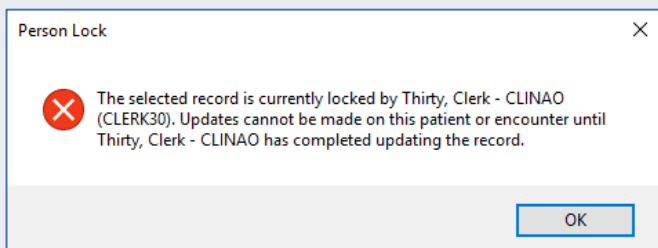


Administration – Unlocking a Patient or Event on the EMR

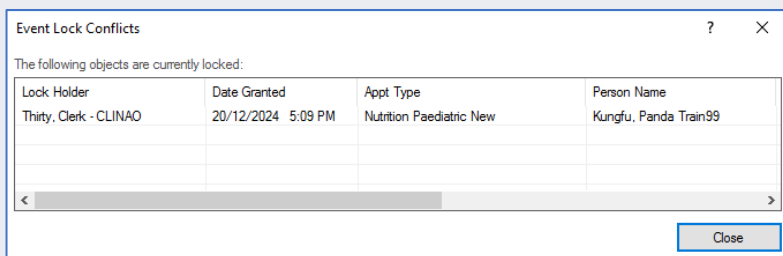


This Quick Reference Guide will explain how to:

Unlock a patient who is locked on the EMR when you receive Person Lock messages in **PowerChart** or **FirstNet**:

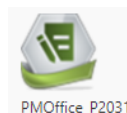


Or Event Lock Conflicts message in **Scheduling Appointment Book**:



Important – Before removing a lock, ensure the user holding the lock is not currently making updates to the patient/event.

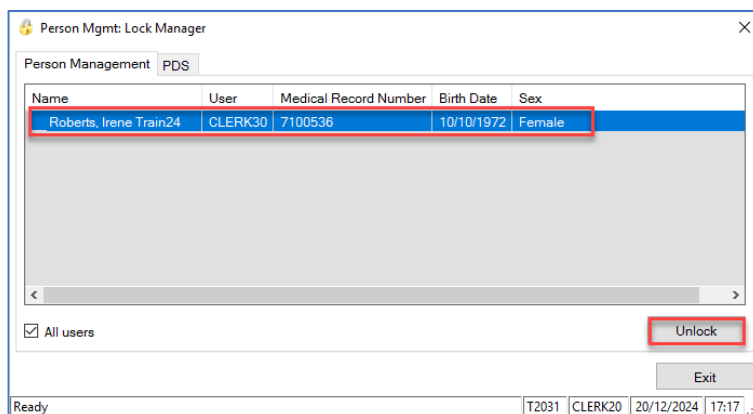
1. Launch **PMOffice** application from the EMR storefront.



2. From the toolbar, select the **Lock Manager** icon.



3. From the Person Mgmt: Lock Manager window, select the person you would like to unlock.



4. Select **Unlock**.

The person is now unlocked.

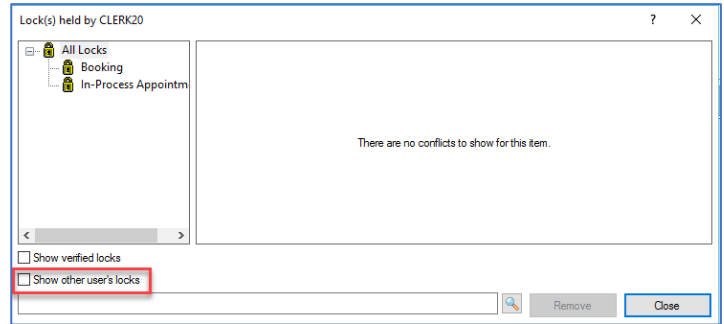


Removing Event Lock Conflicts

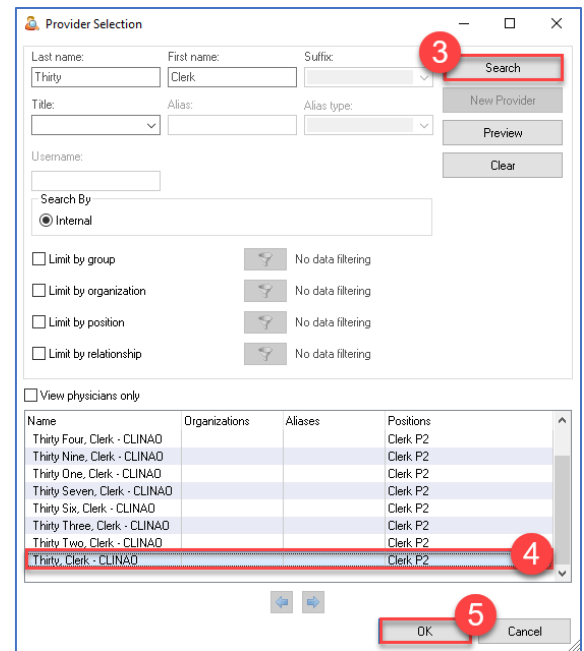
1. From the **Scheduling Appointment Book** application, select the **View Locks** icon from the Tool Bar.



2. From the Lock(s) window, place a tick next to **Show other user's locks** box.



3. From the Provider Selection window, search for the user who locked the event, and click the **Search** button.
4. **Select** the user from the Result window.
5. Click **OK**.



6. From the Lock(s) window, **select** the event you would like to unlock and have it highlighted in blue.
7. Click **Remove** to unlock the patient.

The patient's event is now unlocked.

