# Scheduling Locks

A lock is created when a user reserves time for booking an appointment or is in the process of scheduling an appointment to the slot but for some reason did not finish the booking. The slot may appear to be open, but will not allow the user to book an appointment. This lock prevents users from booking appointments to the same slot at the same time.

Removing Locks by the User

- In Scheduling, select the **View Locks** icon from the top toolbar.

- A window will display listing all locks created by the username you are signed onto the application with.

- Select **Booking** to check if the slot was a booking lock. If there are locks which you would like to remove, highlight them and select **Remove**.

- Select **In-Process Appointments** if it wasn't a booking lock.

- Select the **appointment** and click **Remove**.

- To release any verified locks, select the box next to Show Verified Locks.
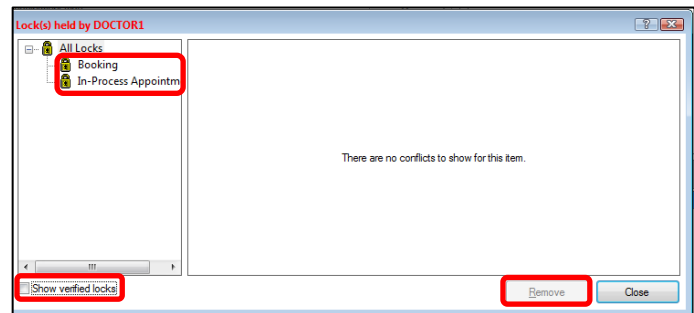
Removing Locks by Other Users

- Select **Lock Manager** from eMR App Bar.

- The Person Management: Lock Manager window will open displaying all existing locks within Patient Management.

- Select the **patient**.

- Click **Unlock.**