



Multifamily

Project Locked Message & Steps to Resolve

A White Paper for Certification Portal (COL) Users

» Introduction

How do I handle a message that reads “Project is being used by another user... No Access Allowed” when attempting to edit a Project in the Certification Portal (COL)?

Below you will find the steps to handle a locked Project.

Step by Step
instructions on how
to unlock a Project

» How to unlock a Project

Message: *"Project is being used by another user... No Access Allowed"*

Explanation: Another user with access to the Project (HFA administrator, upper-level Manager or On-site Manager) is either currently entering data for the same Project OR terminated the connection to the Certification Portal (COL) improperly leaving the Project record "locked".

Solution for On-Site Manager (lower-level user) receiving a Project locked message:

Please contact your upper-level Manager and have him/her exit out of the Project so that you can gain access to it.

If you verify that the upper-level manager is not entering data for the Project displaying the locked status, this means that he/she improperly terminated the last COL session leaving the project with a "locked" status.

To unlock the Project, simply ask the upper-level manager to logon to the Certification Portal (COL) System and then proceed to click the "Logout" button located on the top banner of the system. This will release/unlock all Projects.

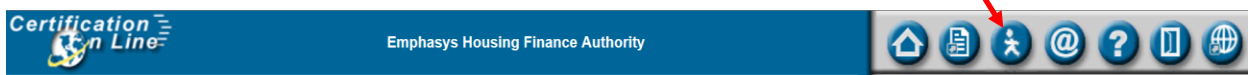
Solution for upper-level Manager receiving a Project locked message:

Please contact the On-Site Manager (lower-level user) assigned to the Project and have him/her exit out of the Project so that you can gain access to it.

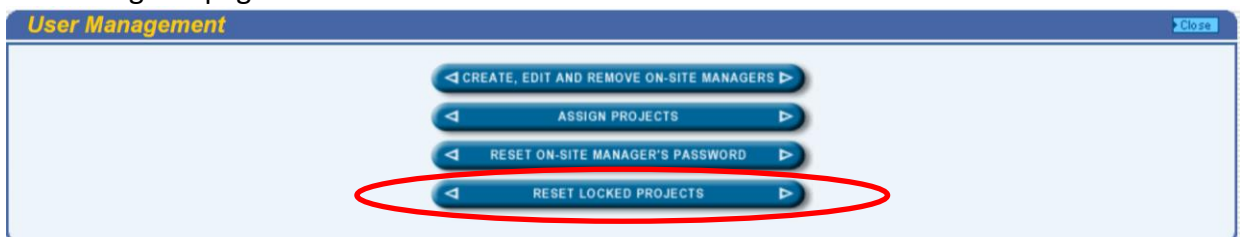
If you verify that On-Site Manager is not entering data for the Project displaying the locked status, this means that he/she improperly terminated the last COL session leaving the project with a "locked" status.

The upper-level Manager can reset/unlock the Project by following these 3 simple steps:

1. Click the **"User Management"** button located on the top banner of the system:



2. On the User Management page, click the **"Reset Locked Projects"** button to open the "On-Site Managers" page:



3. On the On-Site Managers page, select the On-Site Manager assigned the Project that is currently “locked” from the available dropdown box. Once you have selected the On-Site Manager, click the “**Reset Locked Projects**” button at the top of the page to unlock the Project.

