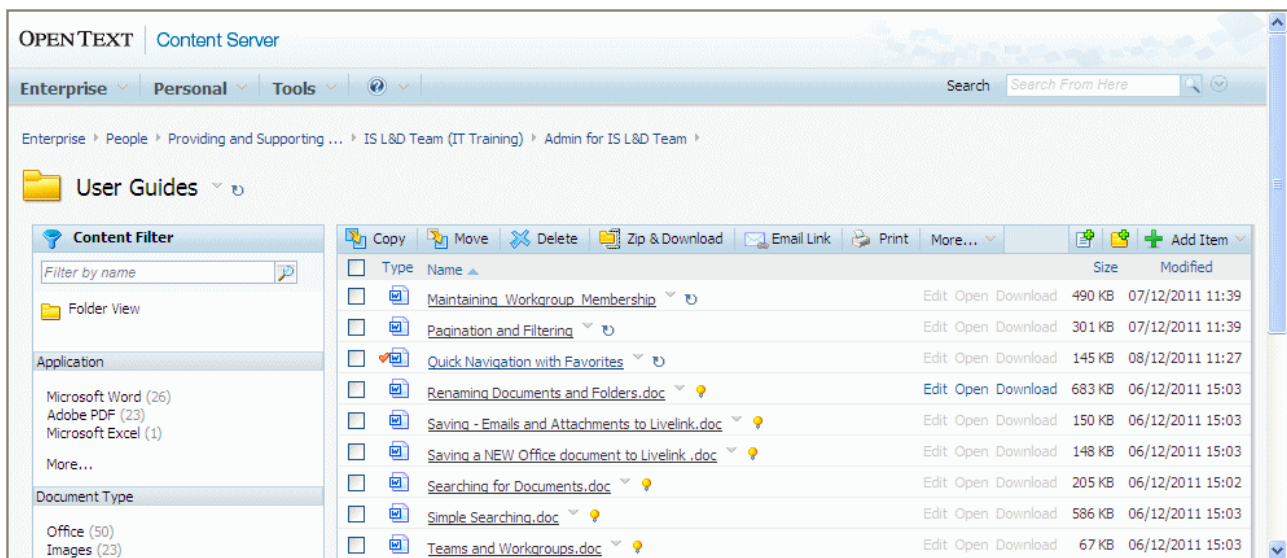


Content Server Document Management Unreserving (Removing the Red Tick)

Believe in
children



When you Edit a document on Content Server it is automatically “reserved” for you, which prevents anyone else from accidentally editing the same document at the same time. This is indicated by a red tick to the left of the document in Content Server, as shown with the **Quick Navigation with Favorites** document in the example below.

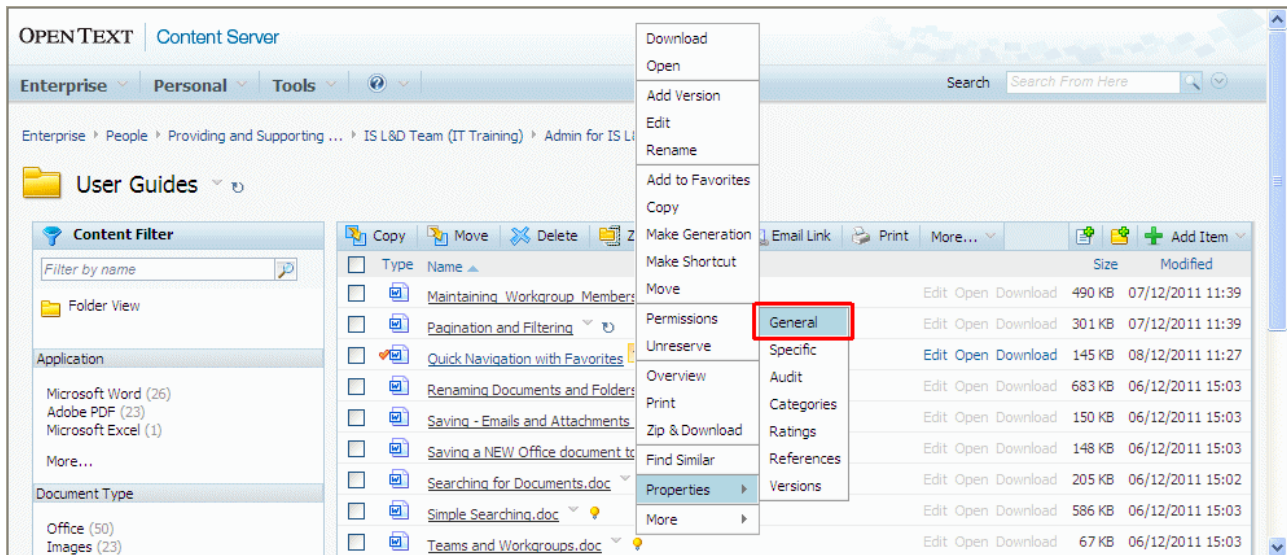


Normally, when you use **Finish Edit**, this reservation is removed. However, occasionally you will find documents where the reservation has not been correctly removed and the red tick is still visible.

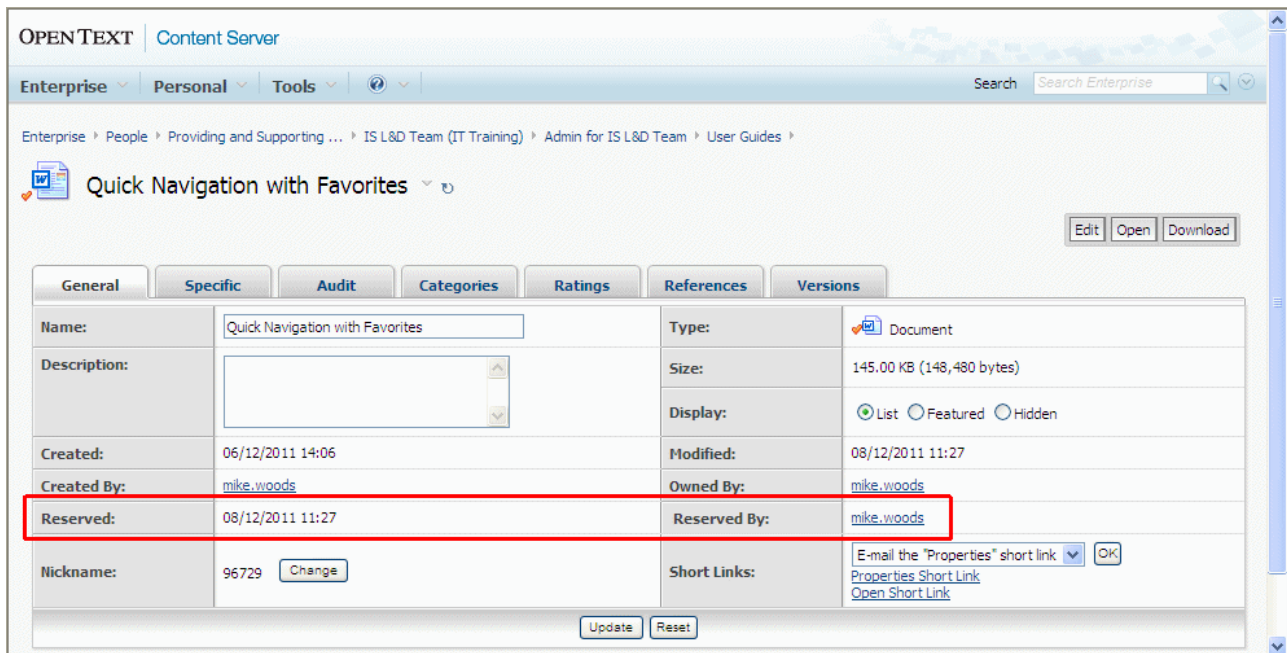
If you wish to work with a reserved document (edit, move, delete etc.) you will need to unreserve it first. However, only the person that reserved the document can unreserve it, so your first step will be to find out who reserved it.

Finding Who Has Reserved a Document

- Click on the **Function** button (∨) to the right of the document name.
- Choose **General** from the **Properties** menu, as illustrated below.



This screen shows you who has the document reserved and when it was reserved. If your name is showing here you can go on to the “Unreserving a Document” section below.



If the name shown is NOT your name, then you cannot unreserve the document yourself. You now have three options:

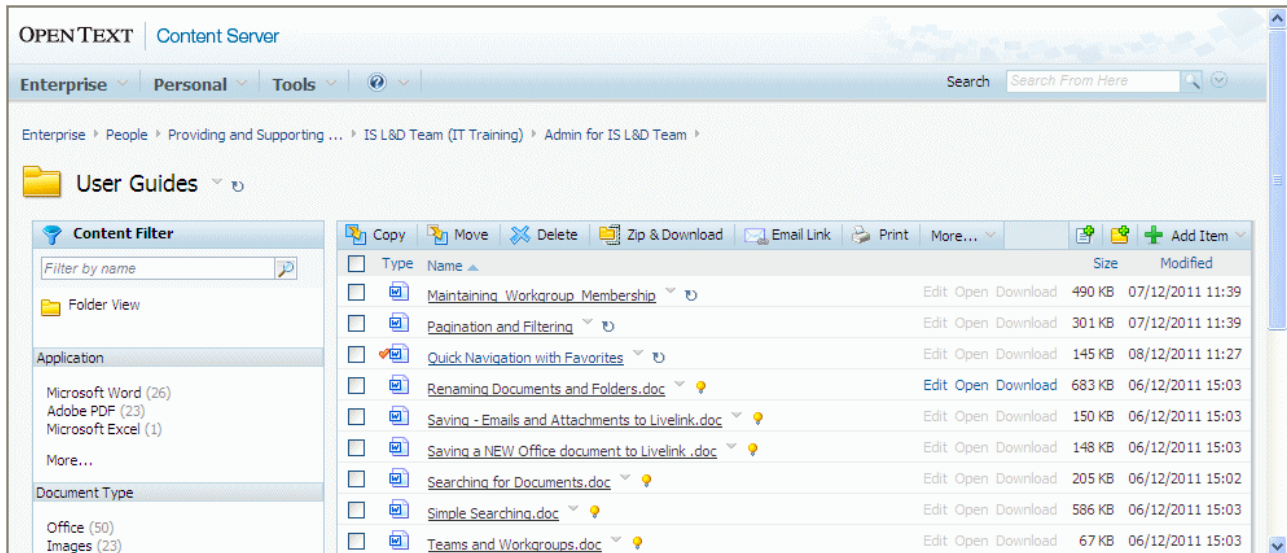
- If the name shown is a colleague or someone you know you can ask them to unreserve the document. Point them to this user guide if they do not know how to do this.
- If the name is unknown to you, you can email the person to ask them to unreserve the document.

- If the person is not contactable, contact the IS Helpdesk (Phone 0208 498 7777 or email helpdesk@barnardos.org.uk). Please give full details of what the document is called and where it is located in Content Server.

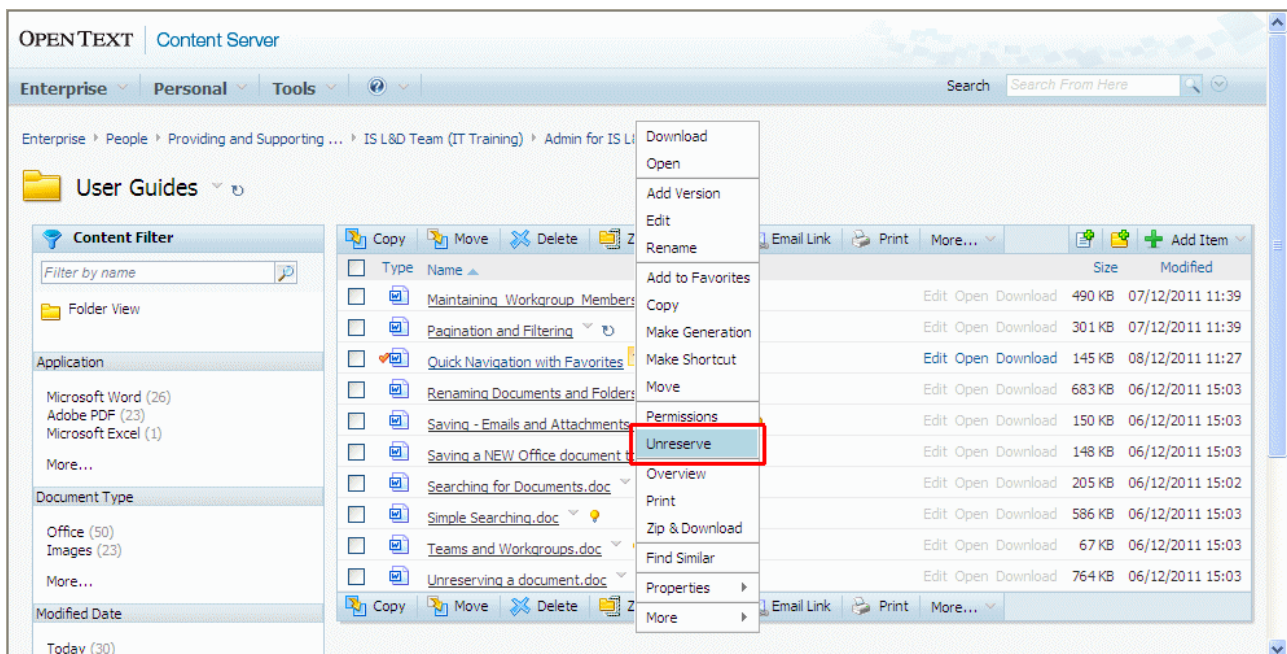
Unreserving a Document

If the name shown IS your name, then to unreserve the document:

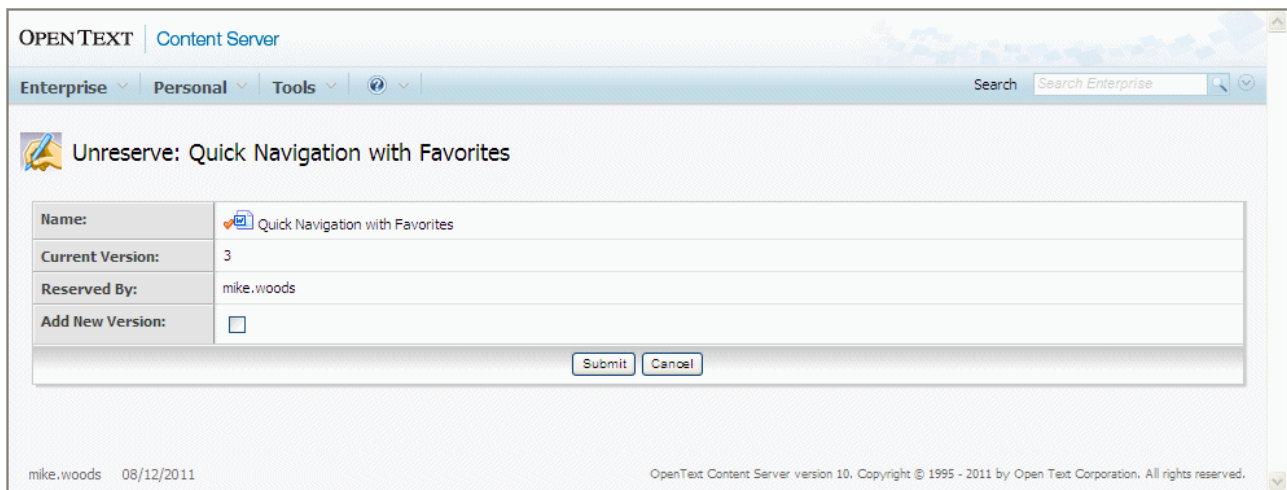
- Click on the **Back** button to return to the page showing the document list.
- Click on the **Function** button (∨) to the right of the document name.



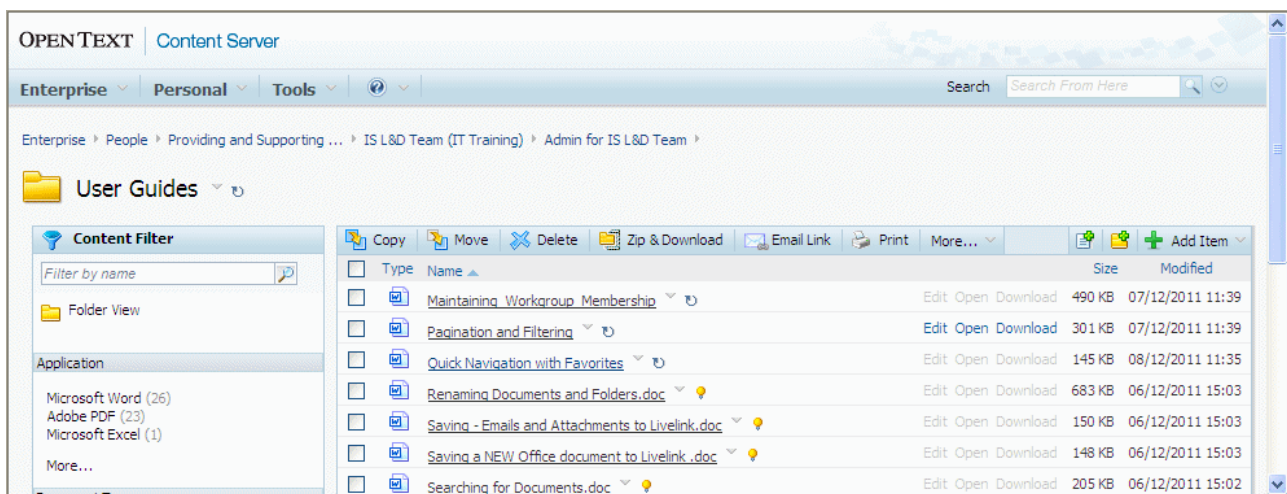
- Choose **Unreserve** from the menu.



- Click on the **Submit** button.



The document is now unreserved and can be edited, moved, deleted etc.



Tip: It is good practice to regularly check whether you have left any documents reserved. You can do this by choosing **Reserved Items** from the **Personal** menu. This will list any items you have reserved and you can unreserve them as described above.