From: Holden, Nina (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: RE: Documents that are "locked" in GovTrip
Date: Wednesday, March 24, 2010 10:29:03 AM

An added note to Deb's last bullet. This is not something we have control over. Please keep in mind that it takes 24-48 hrs once Northrup Grumman receives the ticket from the NIH GovTrip team (level 3) to fix the profile delete problem. If the trip starts on a Friday, Saturday, Sunday or Monday and a profile delete problem occurs this could be problematic if the situation is not discovered in a timely manner.

Sincerely,
Nina

From: Lowery, Amber (NIH/NCI) [E]
Sent: Wednesday, March 24, 2010 10:24 AM
To: NCI DCTD Travel Planners
Subject: FW: Documents that are "locked" in GovTrip
Importance: High

Info on documents that have been “locked” in GovTrip...

From: Carney, Deborah (NIH/NCI) [E]
Sent: Wednesday, March 24, 2010 10:03 AM
To: Bishop, Jamie (NIH/NCI) [E]; Brooks, Pamela O. (NIH/NCI) [E]; Canty-Collins, Roberta (NIH/NCI) [E]; Condon, Aaron (NIH/NCI) [E]; Corey, Christopher (NIH/NCI) [E]; Culley, Nicole (NIH/NCI) [E]; Curington, Christina (NIH/NCI) [E]; Daley, Leonie (NIH/NCI) [E]; Davis, Brett (NIH/NCI) [E]; Dixon, Debra (NCI OM ARC); Guyton, Vanessa (NCI OM ARC); Haller, Denise (NIH/NCI) [E]; Holden, Nina (NIH/NCI) [E]; Hunter, Sabrina (NIH/NCI) [E]; Knight, Karen (NIH/NCI) [E]; Lowery, Amber (NIH/NCI) [E]; Muhammad, Maryam (NIH/NCI) [E]; Peigh, Alan (NIH/NCI) [E]; Perkins, Josephine (NIH/NCI) [E]; Richardson, David (NIH/NCI) [E]; Robinson, Carrie (NIH/NCI) [E]; Smith, Pritee (NIH/NCI) [E]; Stewart, Nichole (NIH/NCI) [E]; Wilcox, Jessica (NIH/NCI) [E]; Williams, Rashida (NIH/NCI) [E]
Cc: NCI ARC Managers; NCI ARC Deputy Managers
Subject: Documents that are "locked" in GovTrip
Importance: High

NCI HPOCs: please disseminate this information to your planners and approvers:

If a user attempts to open a GovTrip document, and the system will not allow the user to do so, we refer to the document as being “locked,” although this is a bit different from the manner in which Gelco documents had been locked, and an

Organization Administrator no longer has the ability to "un edit-lock" documents in GovTrip.

In GovTrip, there are many reasons why a document may be "locked," but the most common reasons are listed below.

- **The user exited the document incorrectly**. Close all GovTrip windows > log off of the system and re-sign in again; the document usually unlock. If this does not work, Northrop Grumman has a program that runs and unlocks documents within the hour. Notify the Help Desk through your HPOC if you are still locked after an hour has passed, and no one else has it open.

- **There is another user in the system at the same time and has the document open or has left it open without realizing it**. It could be the system user or the traveler. This will prevent another user from accessing.

- **The document is in an interface process and that process has not completed.**

- **The traveler has been deleted from the system**. The document cannot be edited. It is in VIEW mode even though it looks like you can edit it. This is a problem with the profile having been deleted on the Northrop Grumman side; this issue is being researched. If you receive this error message, send a ticket through the HPOC to the Help Desk. Northrop Grumman must "restore" the profile and that puts the document back in Edit mode. If this is an emergency, make sure that you identify the urgency of the issue by putting the trip departure date on the ticket and the fact that departure is imminent.

If you have any questions, contact me at 301-496-2678.

Deb

Deborah L. Carney
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