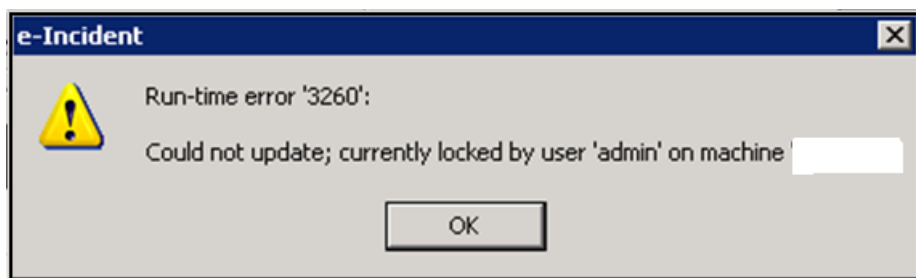


MED e-care Version 3

This guide help users to solve the following issue/error quickly.

1. **Run-time error '3260': Could not update; currently locked by user 'admin' on machine.**

Screen shot of the error:



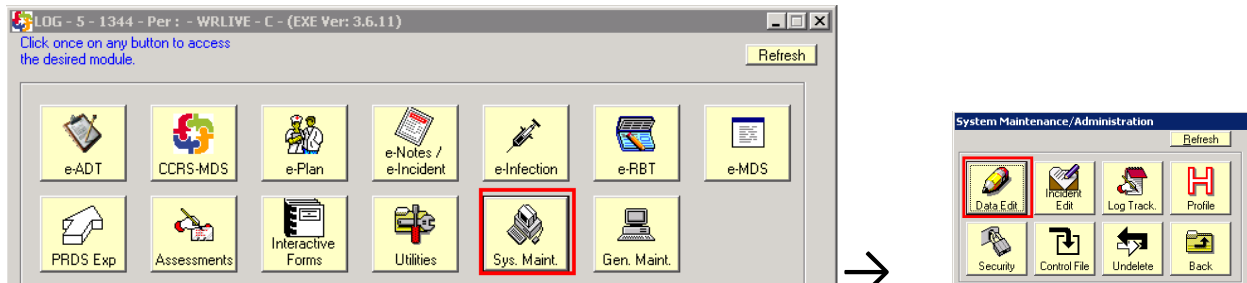
Rapid Solution: Page and let all MED e-care users at the site **Log-off the system** for a minute; this action releases the lock error in the system and then user can re-log in.

2. **Resident locked by another user:**

This message comes if a user is already accessing a resident file; i.e. ADT, Note or Care plan); or have been accessing and did not exit/log out from the resident file.

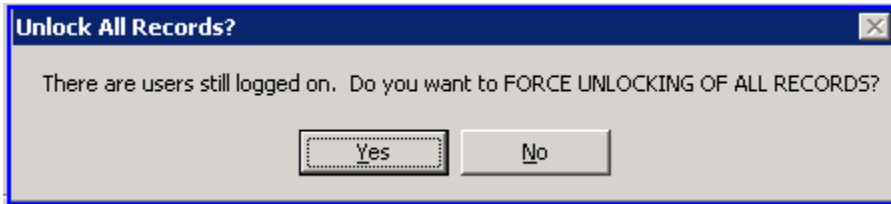
Rapid Solution:

- Go to the **Sys. Maintenance tab** in the dash board
- **Data Edit**

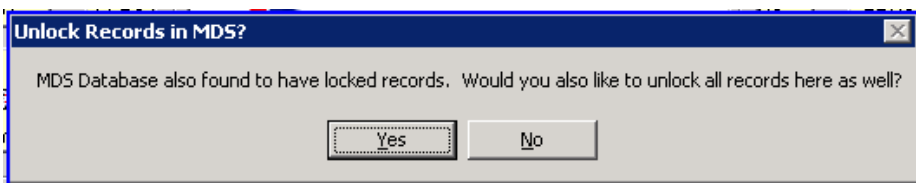


Continue...

- Click 'Yes' on the following message comes up



- Click 'Yes' on the following message as well



- Click on 

These steps unlock the resident file and allow users to access it.

If you have any questions, please contact us:

1-800-387-8903 or

e-mail: support@mede-care.com