Atlas error - "personnel number is currently locked"

Question

- I am trying to access my time sheet or to approve a timesheet for another user and am receiving an error: “account is locked”, “user is locked” or “personnel number is currently locked”.

Answer

- When a user accesses a personnel record, such as time sheet entry or approval, W4 form, Tax Withholding form, etc., the personnel record, or account, for that employee will be locked. It will remain locked until the user closes out of the screen by selecting the “Close” link in the upper right hand corner of the screen. If the user closes out of the screen, by navigating away from the page, or by closing the browser window, without using the “Close” link, the account will be locked for 20 to 30 minutes. Neither the Service Desk nor Payroll can unlock the user.
- User accounts will also be locked during the payroll run.
  - Payroll for support staff is run Mondays at 5pm until Tuesdays at 3pm. Holiday weeks will have an adjusted schedule.
  - Payroll Schedules & Calendar
  - Payroll for administrative staff and faculty is run at the end of each month.
- If you continue to see the error for more than an hour, and payroll is not currently running, contact the IS&T Help Desk.

Escalations Info for IS&T and Central Administration

If the account stays locked for more than an hour, ask an Escalations team member to escalate to R3 Accounts [Escalation - SAP R3 Accounts Team]

In ServiceNow: R3 Administration