# Clear Disconnected Users

User Manual

All data included is from the Sage demo data or was created for the purposes of this manual only

Description

Sometimes if the system has crashed a disconnected login will be left. If a user then opens the window and tries to amend any settings the system won't allow the window to be opened as it will presume windows are still open even if they aren't.

Instructions

If the user is trying to access a feature and is prevented by the following error message, then there are a few steps that should be followed to allow the user to regain access to the feature.
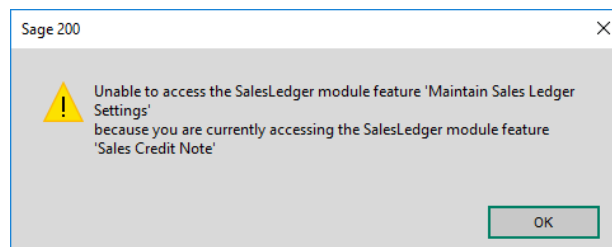

Firstly, the user must ensure that they do not have any other open windows. The bar at the bottom of the screen will show the user how many windows are open.
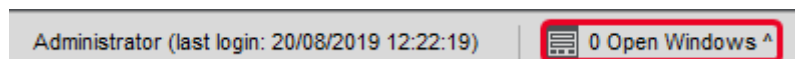

If there are unknown windows open right click on the area highlighted above and select close all. The user should now be able to access the feature.

If the issue persists then there could be a disconnected login. To resolve this problem press the cog located on the top right corner of the program window and select 'user login status'.
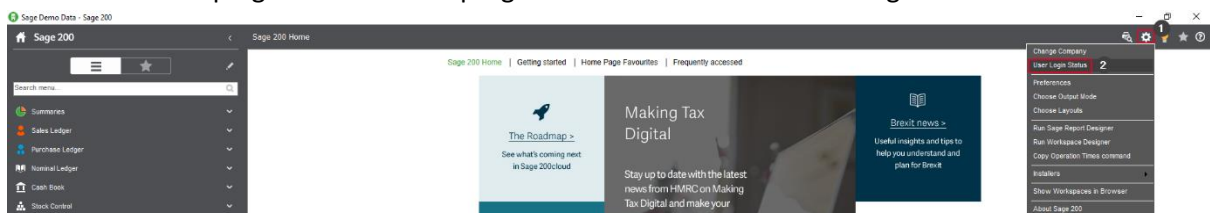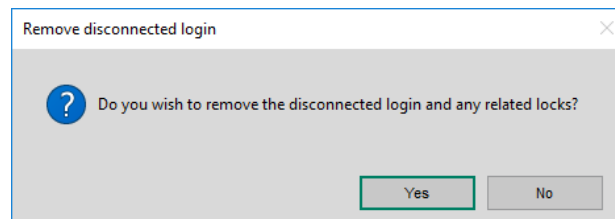
The user can also access the user status window by navigating to **Accounting System Manager > System Utilities > User Login Status.**

The following window will appear:
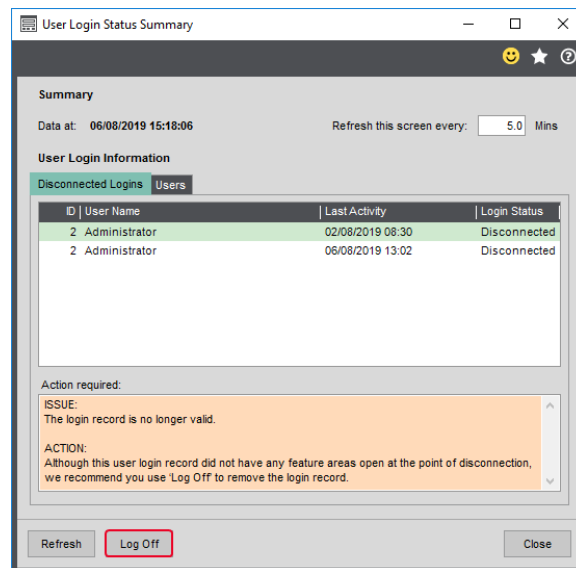
The user can see any disconnected logins and select them. To clear a disconnected login, select the 'username' and press 'log off'. The following prompt will appear:

Press 'yes' to remove the disconnected login. The user can select and log off multiple logins by holding 'ctrl' while selecting the usernames. Once all logins are removed the user should be able to access the feature that they were previously having issues accessing.

Note: sometimes it can take the system a few minutes to register the disconnected login so if the disconnected logins screen is empty and the user still can't access the feature then there could be a disconnected login that simply hasn't appeared yet.