Audit File Is Locked

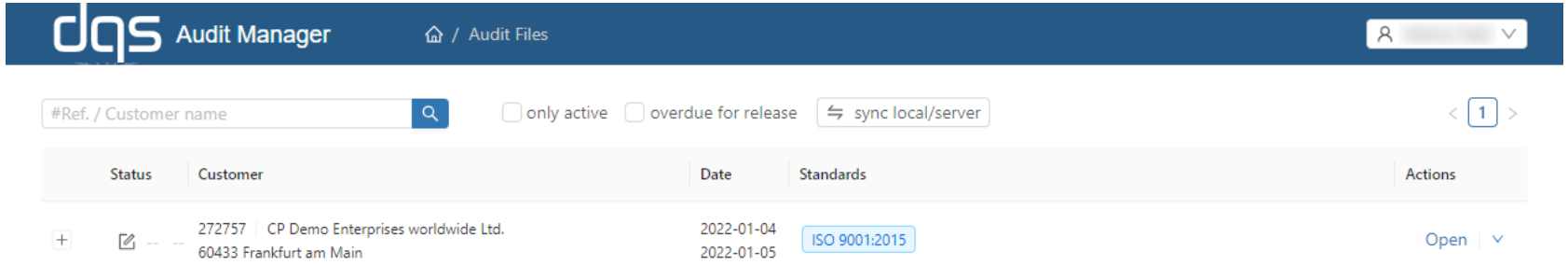
AUDIT MANAGER – BASIC CUSTOMER INFORMATION

June 2022

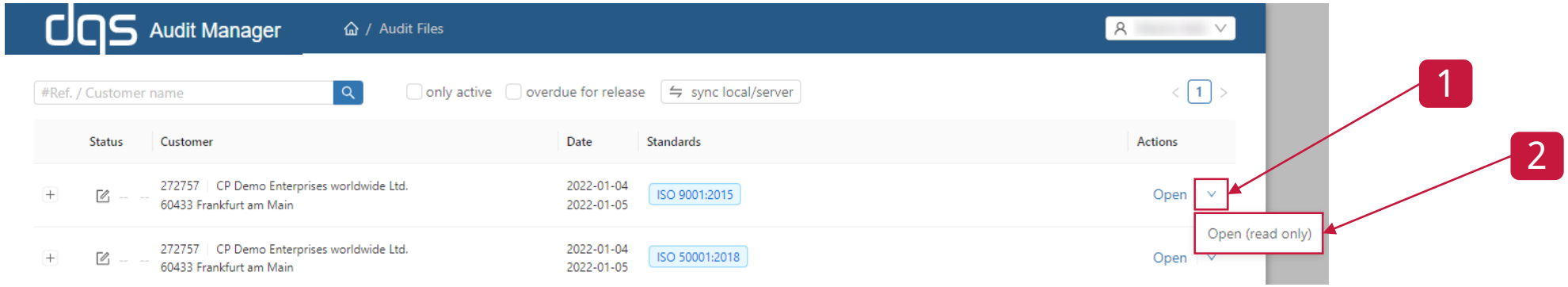
Simply leveraging Quality.

Opening the Audit File

- There are two ways of opening audit file:
  1. Click the audit file

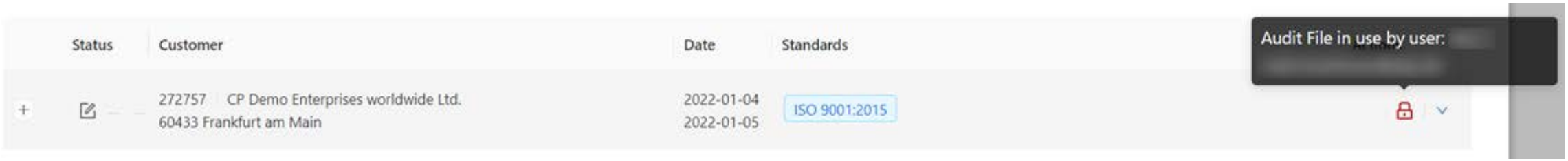


  2. Click the arrow – Click „Open (read only)“



Audit File - Locked

- To prevent loss of data we have ensured that only one person can work on any given audit file at the same time.
- Please contact your auditor, if you attempt to open an audit file and receive a message that it is being processed by them.



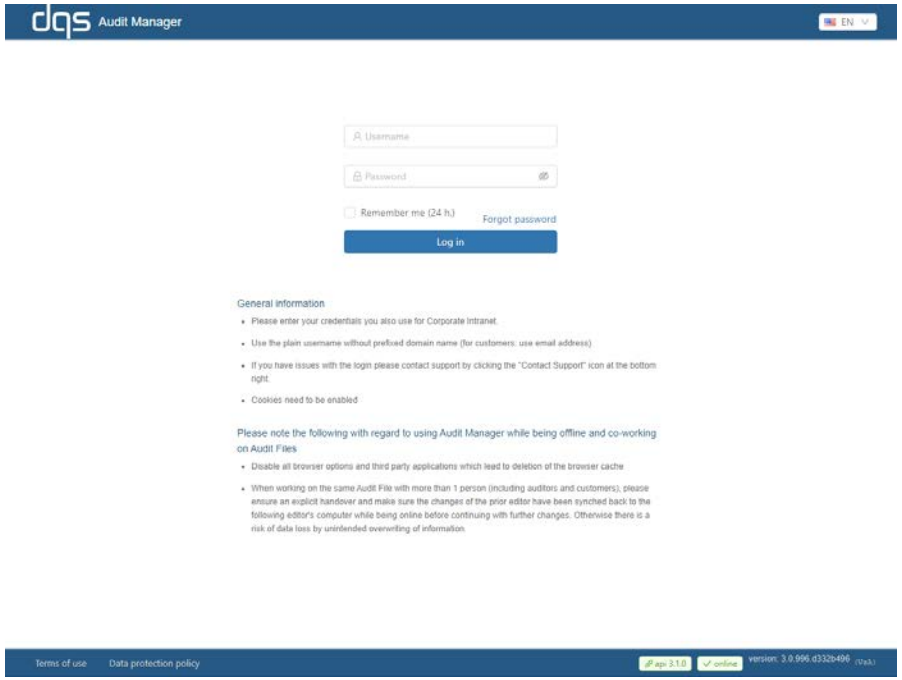
Audit File – Locked – By Yourself

- It may happen that you receive the announcement that the audit file is currently in treatment by yourself.
- Following reasons are possible:
  - You have already opened the same audit file in another browser or another tab in the same browser.
    - Then please use this one or close it correctly.
  - You have not closed the audit file „properly“ the last time (for example by simply closing the browser without previous log-off).
    - Close the file with the „Close“ - Button and reopen it.

Important Links

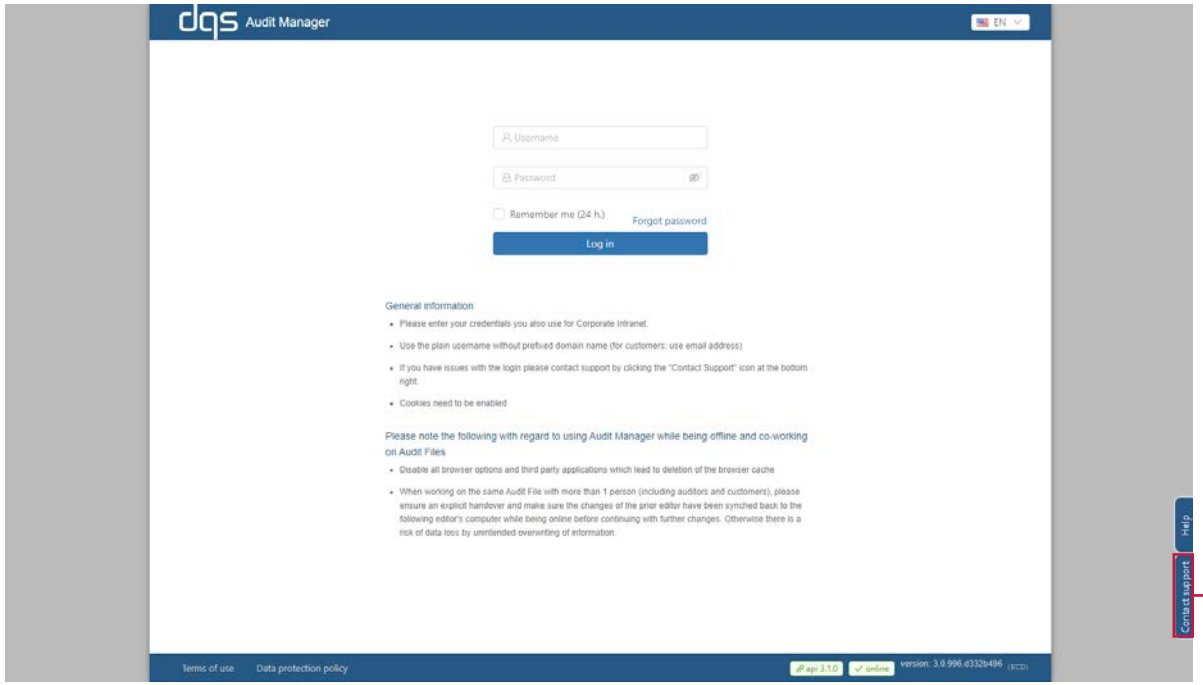
https://docs.dqs.de/am/

https://auditmanager-beta.dqs-holding.com/#/

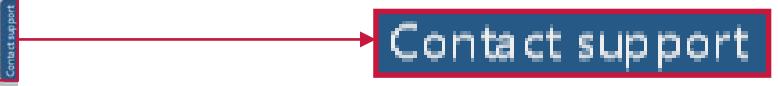


Support

Need any help?



- Use „Contact support“ in the Audit Manager or contact our hotline at auditmanager@dqs.de



Support

- Are you missing any information in the user‘s guide or have questions about the Audit Manager?
- We are happy to hear suggestions!
- Our hotline is waiting for you:

DQS Audit Manager Projektteam

auditmanager@dqs.de

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