

# Locked Households – WINNIE Training

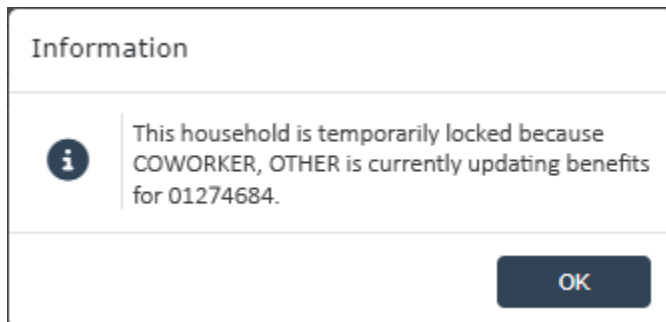
JUNE 2024

## Overview

The Locked Households page allows us to “unlock” participant records the system may have temporarily locked due to more than one user attempting to issue benefits to the same household at the same time OR due to some sort of unexpected circumstance such as computer crash, power failure, or Internet interruption.

## Messages

An Information message will display if a household has been locked and we attempt to issue benefits. If it’s due to another staff member having opened the Issue Benefits page, it displays the staff member’s name and the State WIC ID for the household member whose folder they are working in.



Click OK to close the message.

## Resolving Locked Households

### Automatic Unlock

- When the staff member shown in the message exits the participant’s folder, the household will automatically unlock.

#### BEST PRACTICE

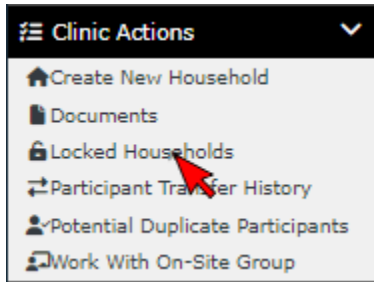
Wait until the other staff person exits the folder or coordinate with that staff person about benefit issuance.



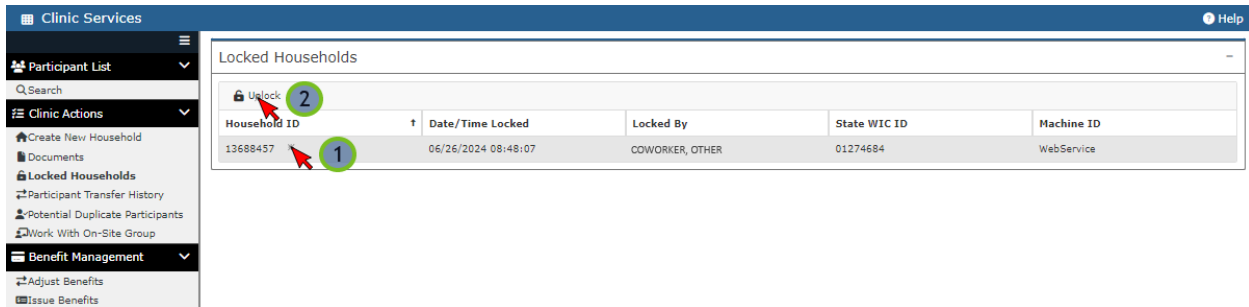
- Locked households are also automatically unlocked during the End-of-Day process.

## Manually Unlocking Locked Households

If a household is locked because of unexpected circumstances, we will have to manually unlock it. Select Locked Households under Clinic Actions on the Sidebar.



The Locked Households page displays a row for each household.

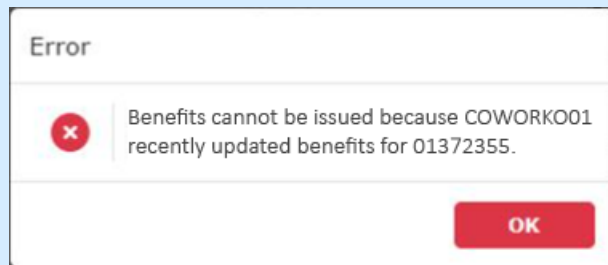


Click to select the row (1) then click the Unlock button (2).

The row will clear, and we will be able to open Issue Benefits for this household.

**NOTE!** WINNIE will allow us to unlock the household even if another staff person is still on the Issue Benefits page for another member in this household. However, it will **not** allow both of us to issue benefits.

If benefits have already been issued and we attempt to issue benefits again, the following message will display to inform us that benefits have already been issued:



Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); to obtain this information in a different format, call: 1-800-657-3942.

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