How do I fix an error message in ILLiad, "Request is in use by another user. Refreshing list?"

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Symptom
- When you try to open up a request in ILLiad, you are getting an error message, "Request is in use by another user. Refreshing list."

Applies to
- ILLiad

Resolution
When you are opening a request and getting the error message, here is how you can resolve the issue:

1. On your computer, make sure that you do not already have the request open by checking our ILLiad Windows and see if the request is already open.
2. Check with other librarians and see if someone else might have it open and once it is closed by that person, you may open the request.

Additional information
Sometimes, you will need to refresh your ILLiad screen to get the latest view of what you see because you may see a request you can open, but someone already opened it before you do.