

# Safely unlock eDOCS documents

Unlock Manager for eDOCS performs a safe unlock of accidentally locked documents in eDOCS DM. Integrated security all the way.

## **A tool for helpdesk and admins**

Unlock Manager for eDOCS is a tool that ensures a 100% safe unlock of locked documents in eDOCS DM. It provides an easy-to-use helpdesk function.

If a document accidentally locks in DM it can be caused by a system error, or because another user checked it out. If you can't get a hold of your colleague to check it back in you need to request the support team for an unlock of the document to be able to work on it.

It takes time in a support process before an administrator gets to the actual ticket and takes care of unlocking your document.

The good news is that Unlock Manager for eDOCS is a tool safely managed not only by admins, but by helpdesk also!

Reduce time and cost in the support process by using Unlock Manager for eDOCS!

## **Secure procedures**

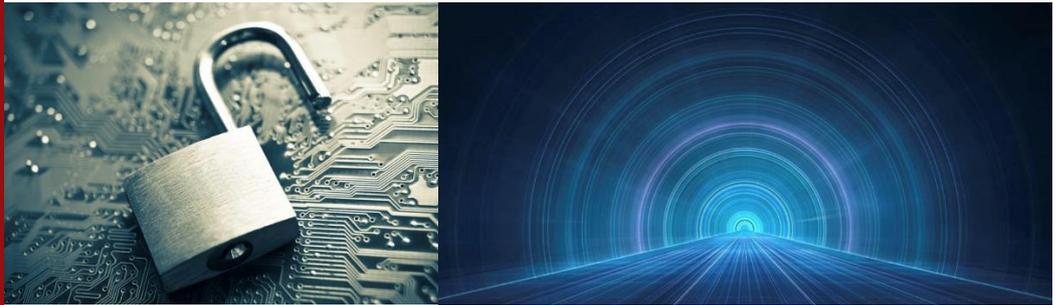
All steps of the unlock procedure are secure!

Unlock Manager for DOCS includes a wizard that takes helpdesk and admins through a security check and authorization to be able to unlock any document.

Once they are through, they can only view document metadata - not access the actual content. So even in confidential matters, you are safe by requesting for unlock or recovery of a lost document.

Unlock Manager for eDOCS accesses documents with eDOCS DM integrated security!





Unlock Manager for eDOCS is a part of the web-based framework Admin Portal that holds great tools for eDOCS admins and helpdesk.

### Effective eDOCS admin tools

Unlock Manager for eDOCS is a module in the web-based framework Admin Portal for eDOCS DM.

Developed to ease work procedures for eDOCS admins and helpdesk.

The main vision is to provide safe and easy support and administration procedures when performing unlock or recovery for locked or accidentally lost documents in eDOCS DM.

Admin Portal contains the following tools:

- Unlock Manager
- Recover Manager
- Document Info Manager

### More about The Managers

Please visit our website for more information about the role of each Manager and how they add-on to eDOCS DM.

[mirandapartners.com/adminportal](http://mirandapartners.com/adminportal)

### Communication element

Admin Portal for eDOCS provides a communication element to make the processes transparent and to inform users, helpdesk and other participants about the actions performed.

The Managers provide eDOCS DM integrated security all the way.

### Book a web demo today!

We will be happy to tell you more and do an online demonstration of Unlock Manager for you. Scheduled for your time zone of course!

You are welcome to contact our sales director Jesper Friis directly at +45 22650 502 or send an email to

[info@miranda.dk](mailto:info@miranda.dk)

We are looking forward to be sharing the great benefits of eDOCS DM and The Managers with you!

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