Why am I getting the message "Request in process by another user. Refreshing list" when I try to open a request in ILLiad?

Applies to

- ILLiad

Answer

That means that the request you are trying to open in a queue such as Awaiting Request Processing is already opened, so it cannot be opened now. The system will refresh the list so you know you cannot open it now. It is either someone else, or you have it already open on your computer.