Learn how to check in a request in Relais ILL.
When a staff member or a Relais application is working on a request, Relais checks out the request to prevent others from working on the same request. On occasion, the request does not get checked in correctly.

When this happens staff can select the Check In Request option to unlock the request and make it available for update or processing.

1. Login to Query Request to the Options menu.
2. Retrieve the request.
3. From the Options menu, select Check In Request.
4. If the Request is Checked out, click Check In.
5. The request can now be updated or processed by an automated application.