

Knowledgebase > SalesPad > FAQ > Why is my document read only?

## Why is my document read only?

Cavallo Support - 2024-11-22 - FAQ

There are several reasons a document might be read-only:

- The document is a Backorder document type
- The document has been partially transferred to an invoice in GP
- The document has been locked by another user
- The document is in a batch that is not in the "Queue Access List"\*

\*The Queue Access List determines who can access a given queue and who sees it as read-only. To edit the list through the Security Editor module:

- 1. Go to Modules > Security Editor
- 2. From the Groups pane, select the Group you want to apply the setting to
- 3. Select Sales Document Entry from the Security pane
- 4. In the Misc sub-settings (lower portion of the Security pane), select Queue Access List and open the drop-down list:
  - o If the value in the field is an asterisk, none of the list items are read-only
  - $\circ$  If you choose to select certain batches by checking the box in front of them, the system will make the unchecked items read-only
- 5. Click Save
- 6. Log out and log back in to see the changes you have made