**Procedure for Closing Applications**

(Whether at home or in the office)

**Why should you do this?** When you close out of sessions without logging out correctly, the sessions get hung in the system and cause resource issues. This can cause slowness or locking (OnBase) for everyone using the application. If everyone logs out correctly, our applications and systems run smoothly.

**When you’re done working for the day or need to close an application:**

1. Close all open applications appropriately:
   1. **ID3**: hit **F12** or **F3** until you get to the menu screen, then type **90**, then hit **Enter**. Do not click the X to close until your session is logged off.
   2. **LifePRO**: Hit the **Esc** **key** until you get back to the main screen, then select **Exit**. Click **OK** to confirm.
      1. If you have to close LifePRO through Task Manager or if it drops suddenly, please reach out to **Kimberly Ranne** to kill your open session.
   3. **OnBase**: Finish any processes and unselect any workflow document you may be in. Then **close workflow**. Then, click the **X** to close Onbase, or go to **File > Exit**.
   4. **Finesse**: Make yourself **Not Ready**, then click the **Logout** button to logoff and close the window.
   5. **SoftPhone**:
      1. Close the IP Communicator by clicking the **X**.
   6. **PTE and other Financial Apps**: Please make sure to log out before closing.
   7. **Citrix Applications** (OnBase, Win 10 VDI):
      1. **OnBase**: Close per the above instructions.
      2. **Win 10 VDI**: Close all open applications per the above instructions. Then, Sign Out, Log out, or Disconnect the Citrix Session.
   8. **All other applications or browser windows**: Log out (if applicable), then close out of all other open applications or browser windows.
2. Restart your computer. If you have a laptop, wait for the Bitlocker screen to appear, then enter the Bitlocker password.
3. Power off monitors. (be sure to remember to power these on in the morning when you log in)

**Note**: Regarding whether to log out of the VPN, we will have more instructions shortly. Currently, you do not need to click on the VPN Logoff icon on your desktop before Step 2, Restarting your computer.

**If you have questions about this process, please reach out to your Manager or Team Lead**.

Thank you!