

Removing a user's claims on a shared model package

If a user is contributing to a model package or project, the parts of that package or project the user is working on, are automatically claimed. Other contributing users cannot, or have limited options to edit these parts. These claims remain active until the user's contributions have been synchronized with the Team Server. If a user is editing a model offline, the model stays blocked until the user's contributions have been synchronized with the Team Server.

Claims may need to be removed, for example when a user's contributions remain blocked for some reason. This blockage on a model package can be removed by removing the user's claims in the Team Server. Take note that when a user's claims are removed, all work of the user that has not yet been synchronized with the Team Server will get lost.


Removing claims on a project is not possible because it would change history. The alternative way to release the claims of a project without applying them to the master model package, is either deleting the entire project, or [restoring](#) it to a previous version and then [applying the changes](#) to the master model package.

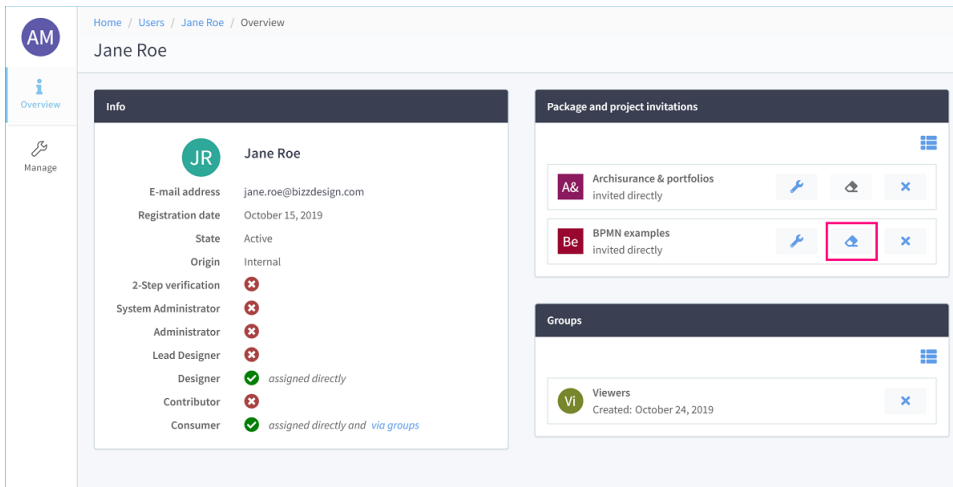
Required roles

Designer: Remove your own claims on a model package.

Administrator or System Administrator: Remove claims on a model package of any user.

Steps:

1. In the sidebar menu, click **Users**, and then click the user whose claims you want to remove.
2. In **Package and project invitations**, click  next to the model package for which you want to remove claims.



The screenshot displays the user management interface for Jane Roe. The left sidebar shows the 'Manage' section with 'Overview' and 'Info' tabs. The 'Info' tab shows user details: Jane Roe, E-mail address: jane.roe@bizdesign.com, Registration date: October 15, 2019, State: Active, Origin: Internal. Below this, roles are listed with status indicators: 2-Step verification (red X), System Administrator (red X), Administrator (red X), Lead Designer (red X), Designer (green checkmark, assigned directly), Contributor (red X), and Consumer (green checkmark, assigned directly and via groups). The right panel shows 'Package and project invitations' with two entries: 'Archisurance & portfolios' (invited directly) and 'BPMN examples' (invited directly). The 'BPMN examples' entry has a lock icon highlighted with a red box. Below this is the 'Groups' section with one entry: 'Viewers' (Created: October 24, 2019).

3. In the message window, click **Remove** to confirm.

Related articles

- [Configuring Azure AD for hosted Team Server and Horizzon](#)
- [Removing users from the Team Server](#)
- [Unregistered Team Server users](#)
- [Manually adding users to the Team Server](#)
- [Changing the roles of a user or group in the Team Server](#)