Task Organizer – System Admin Release Session Lock

Epic Home Page
Utilities
Diagnostic
Client Session (Search for the employee that is locked)
Search Where Drop Down for Full Name
Equal or Contains (Less is Best change to Contains and 1st 3 letters of last name)
Find
Choose the session for the person that is locked by highlighting
X

Now that you have deleted the session go back to Configure
Configure > Security > Logins > Highlight User that's locked > Pencil to Edit>
Change from Locked to Active

*If you see this message when you try to change a user from locked to active: Cannot edit this user because the user is currently logged into the system, then this is the way to unlock the session.