



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Change the colour of the Ticket Lock notice when ticket locked by another user.](#)

Change the colour of the Ticket Lock notice when ticket locked by another user. Collecting Feedback

- RS Richard Smith
- **Forum name:** #Feature Request

When a ticket is locked: 1. If the ticket is locked by the current user, show the lock message at the top of the screen in the usual red warning box. 2. If the ticket is locked by another user, show it in yellow or some other colour. This means we can see who has the lock on the ticket quickly and saves from accidentally unlocking tickets from other users. Exact colouring is unimportant, just that it's a different colour. ~ Rich