

# Why Can't I Approve an Entry?

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When attempting to approve an entry, the following alert may populate, "Entry approval is already in process. Please refresh your page." The alert occurs when multiple punches are being approved in the system at the same time. There may be a slight delay in the status updating from Pending to Approved. This alert prevents punches from being approved twice, which can result in duplicate punches.

Refresh the page and the punch should update to Approved status. Please allow up to an hour for the punch status to change after receiving this error. If the alert persists, please enter a service ticket.

## Related articles

- [What is the "Needs Review" column on my employees' pending entries?](#)
- [What is a pre-authorization hold?](#)
- [What are the password requirements in DCI?](#)
- [Password Reset](#)
- [What is the difference between Service Provider \(SP\) mode and Fiscal Intermediary \(FI\) mode?](#)