# Navu Requests - Close Ticket Requests

Last Modified on 05/31/2024 1:07 pm EDT

Pathway: *Home Screen; Navu Requests Icon*

Navu Requests can be closed by the assigned user, or a Navu Request Administrator. Upon closing a request, other users linked to the request will receive a notification of the status change. Closed requests are archived in the History tab where they can be searched and reviewed at a later date.
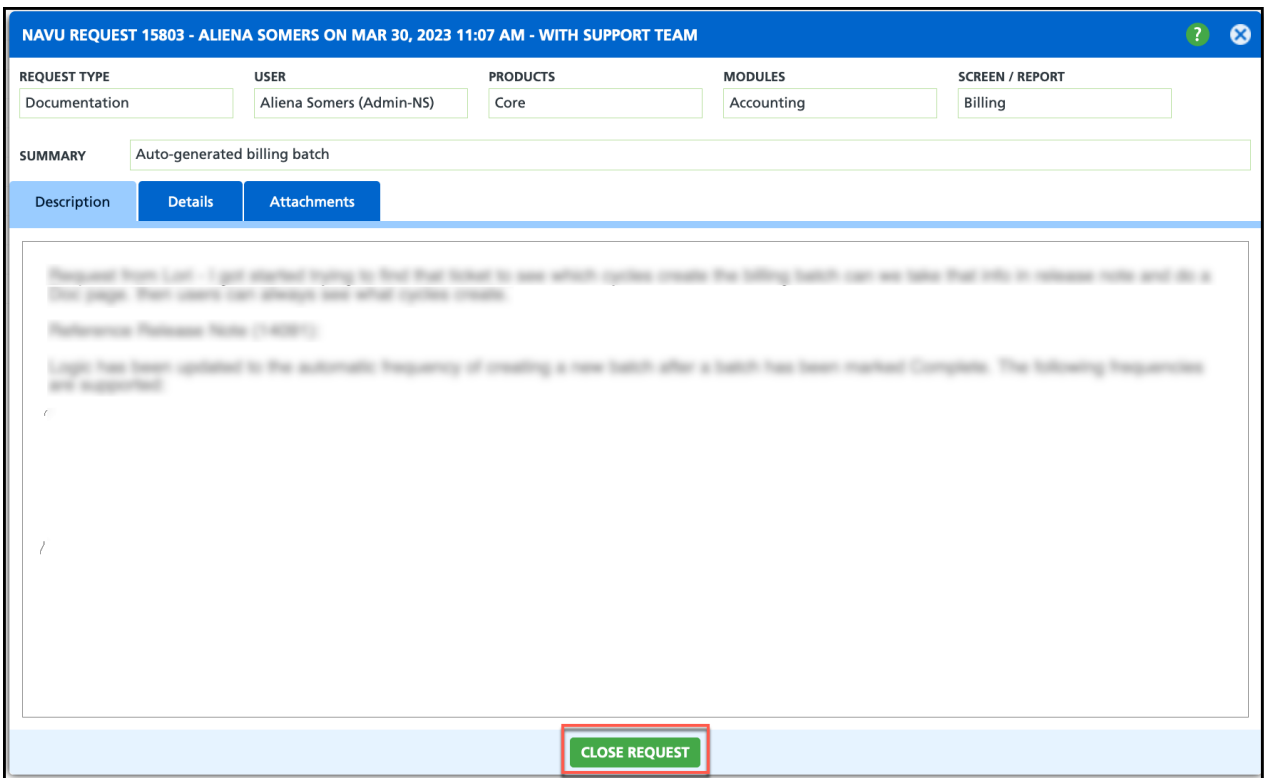
Close a Request

> Although not required, consider adding notes in the Details tab to record the reason for closing the request for future reference.

1. Double-click on the request you would like to close.
2. Select 'Close Request' and the ticket will be closed upon adding any optional feedback.

Search Closed Requests

Closed requests are archived in the History tab where they can easily be searched and viewed. The search field does a broad search across all data elements displayed on the History screen.

Reopen a Request

Requests can not be reopened once they have been closed. In the event a request has been closed and needs to be reopened, create a new request and reference the old request's ID in the Summary and Description.