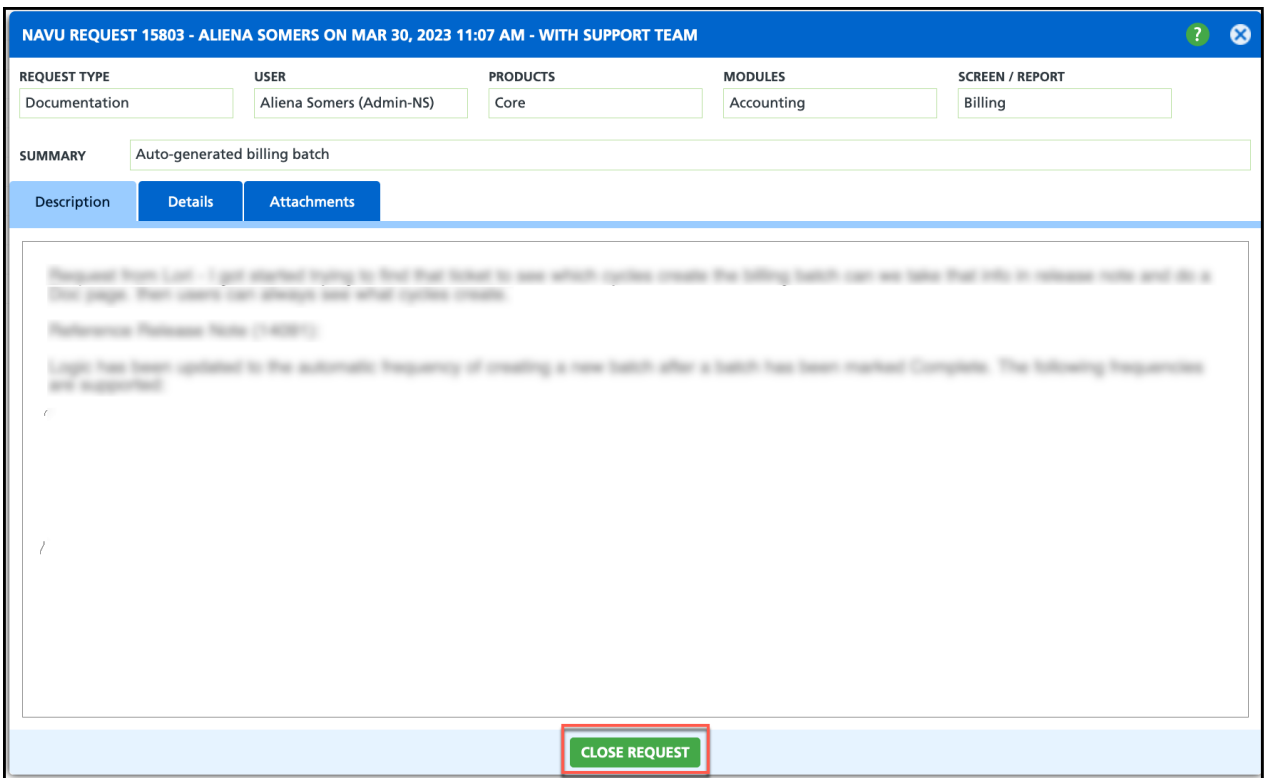


# Navu Requests - Close Ticket Requests

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.

NAVU REQUESTS									
	USER	All	PRODUCT	All	MODULE	All	SCREEN	All	
Recent Activity	Submission Pending <sup>3</sup>	Our Response Pending <sup>1</sup>	With Support Team <sup>7</sup>	With Development Team	Installation Pending	History			
								Search	
REQUEST ID	CREATED	CLOSED DATE	TYPE	USER	MODULE	SCREEN	SUMMARY		
10011	Sep 06, 21 2:25pm		Training Request		Accounting	Accounting	Training in GL processing and Revenue reconcili...		
10049	Feb 02, 22 5:37am	Feb 02, 22	Customization		Accounting	Billing	Modify Postcard format 13 to allow custom text...		
10187	Apr 27, 22 4:54pm	Apr 28, 22	Customization		Customer		test		
10188	Apr 27, 22 4:57pm	Apr 28, 22	Data Import		Customer		adsfadsf		
<sup>1</sup> 10225	Apr 28, 22 6:05pm	Apr 29, 22	Setup request		Operations		Confirm Users Have Sandbox Access from Table...		

## 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.

ADD NAVU REQUEST				
REQUEST TYPE	USER	PRODUCTS	MODULES	SCREEN / REPORT
Question	Aliena Somers (Admin-NS)	Core	Operations	
SUMMARY	App not syncing - reference closed ticket 10220			
Description	Details	Attachments		
<div style="border: 1px solid #ccc; padding: 5px;"> <p>The app was syncing fine but the driver reported an issue today similar to the issue before.</p> <p>Please refer to closed ticket Request ID 10220 for background information. </p> </div>				
<b>REQUEST SUBMISSION APPROVAL</b>				