# Removing a Request during Patron Deletion

A Request in WorkFlows is a message sent from or to a library patron via the OPAC. The request may be a message sent from the patron containing information such as: address or telephone changes, request for help finding information, send pin, etc. Or a message sent from the library staff such as: Need updated telephone number, patron left jacket in library, etc.

Before a patron can be removed from the RSA database all requests associated with the user ID must be removed.
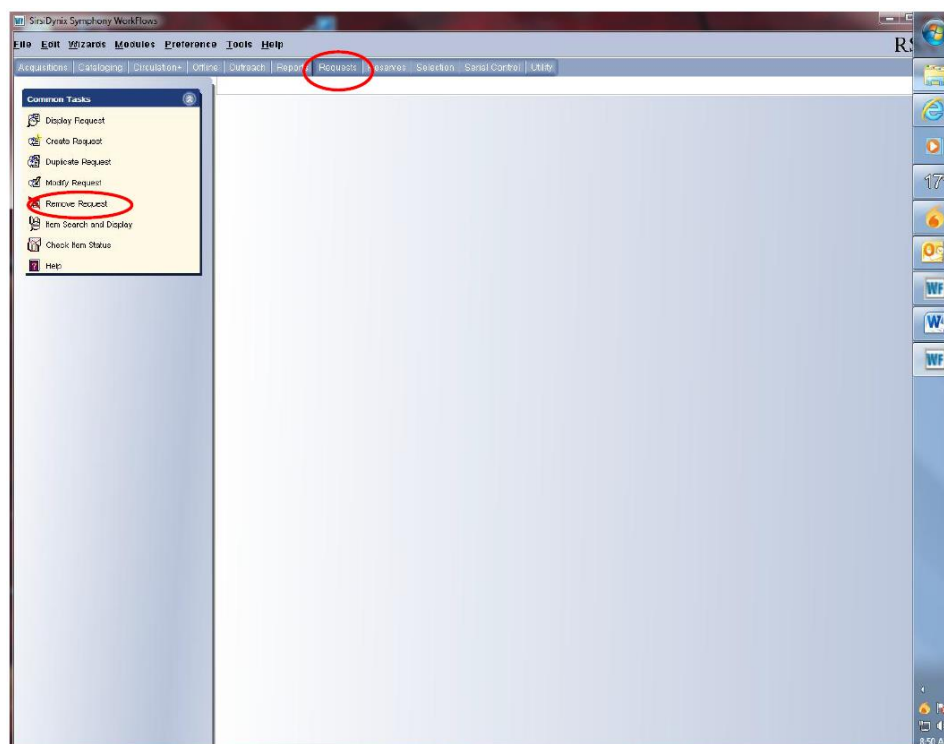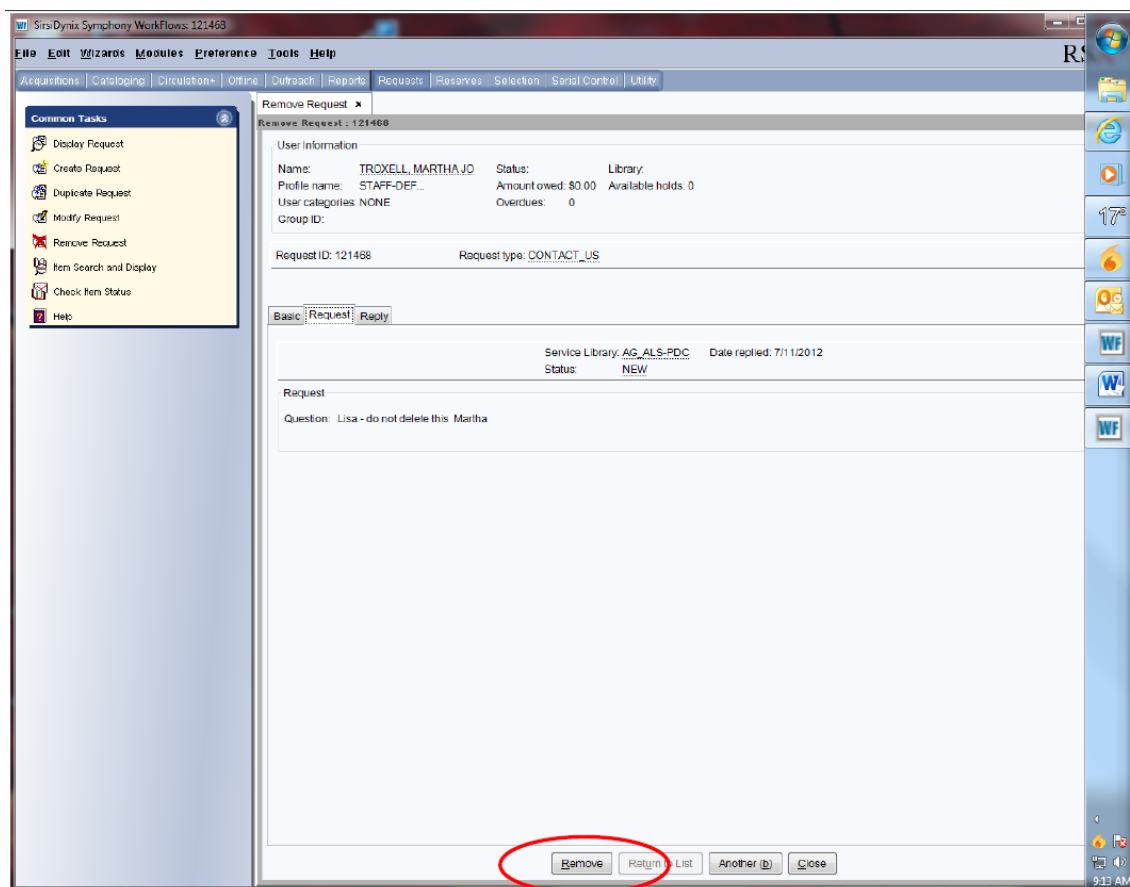

1. Open the "Requests" module and click the "Remove Request" wizard in the" Common Tasks" toolbar.
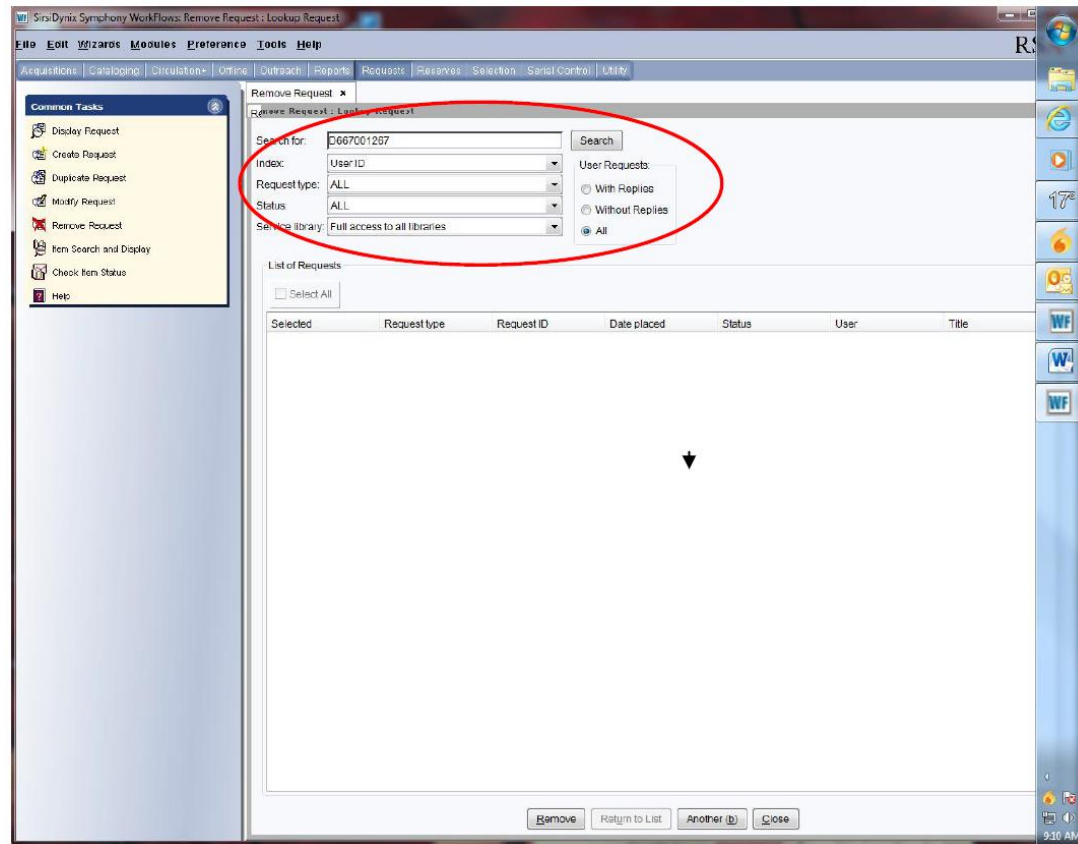
2. On "Remove Request: Lookup Request" screen:
   - Enter the patron's ID in the "Search for" box.
   - Change:
     o "Index" box to: User ID
     o "Request Type" box to: ALL
     o "Status" box to: ALL
     o "Service Library" to: Full Access to all libraries
     o Radio Button under "User Requests" to: ALL
3. Click the "Search" button to the right of the "Search for" box and the patron's request will appear.

4. Click the "Remove" button at the bottom of the screen.

5. A "Remove Request: Confirmation" box will pop up.
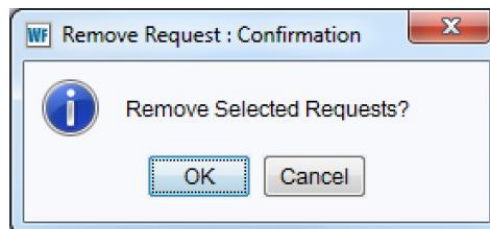
6. Click the "OK" button.

7. A "Remove Request" box will appear.

8. Click the "OK" button.

9. Return to the "Circulation" module and use the "Remove User" wizard to remove the patron's account.