## How to Close a Request

1. Click the **Select tool button** 
2. **Click on** or draw a rectangle around the desired **Open Issue**.
3. **Click the Attributes button**  to open the Attribute Window Editor. Fields greyed out are not editable where fields that are white need to be updated. The last 2 fields (Resolved On and Completed By) are automatically calculated upon closure.
4. **Click Save** to Save the edits (or Cancel should you not want to save the edits).

## How to Re-Open a Recently Closed Request

1. Click on the **Layers button** on the left side of the screen to expand the layer list. There are two layers Open and Closed. Ensure the Closed Layer is visible.
2. Click the **Select tool button** 
3. **Click on** or draw a rectangle around the desired **Closed Issue**.
4. **Click the Attributes button**  to open the Attribute Window Editor. Change the Status from Completed/Canceled to Open and add any additional information in the Internal Notes area. The last 2 fields (Resolved On and Completed By) are automatically calculated upon closure.
5. **Click Save** to Save the edits (or Cancel should you not want to save the edits).