

Additional Help on Refresh Reports

If the Refresh Report button is not appearing for you, consider these possible reasons:

1. The original file is over 120 days old.
2. The file is already a Refresh Report. You cannot order a Refresh Report on a Refresh Report.
3. The Refresh Report feature is not activated for your account. Please contact your CIS system administrator.
4. Your user profile is restricted from requesting Refresh Reports. Please contact your CIS system administrator.
5. If the file belongs to another user, your report ordering permissions do not allow you to request Refresh Reports on files originally ordered by other users. Please contact your CIS system administrator.
6. You do not have a permissible purpose to access Refresh Reports. Please contact your CIS account representative if you feel there is an error.