

Predefined reasons

Last Modified on 17/04/2020 4:12 pm EEST

Predefined reasons are show when activation code is created and can be used to quickly specify most common reasons why user requires the temporary user account. Available predefined reasons are configured to **ServiceDesk\PredefinedReasons.xml** file located on the Centero Carillon portal web site.

Items root element

XML file contains Items element where you can specify following settings:

- Autoselect: Setting value to 'false' prevents any item to be automatically selected and therefore user needs select the desired item. If value is 'true' or not specified the item will be automatically selected following these rules:
 - If only one item available to user, it will be automatically selected
 - If multiple items available to user and one the items has 'Selected' set to 'true', it will be automatically selected
 - If multiple items available to user and no item with 'Selected' set to 'true' is available, first item will be automatically selected

Item elements

Item elements represents the available items. You can specify following settings to item elements:

- Text inside the item element: Specifies the item text shown to user. User can modify the text after predefined reason is selected (required)

Example TemporaryAccountValidityTimes.xml file:

```
Printer Installation  
Application Installlation (type software after reason)
```

