What is the process our patrons use to Cancel a request in ILLiad?
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Symptom

- You want to know how patrons cancel requests.

Applies to

- ILLiad

Resolution

Here are the steps a patron uses to cancel a request:

1. After signing in to ILLiad, the patron goes to their Outstanding Requests.
2. Then open up the request that the patron wants to cancel.
3. Cancel that request.
4. In some cases that patron will not be able to cancel the request because the request is In Process, or it has been shipped by another library.