

# Remove the New Request button from Case

Last Modified on 02/05/2020 11:15 am EST

## Previous to V3.0

In Cora OpsManager, you have an option to disable the new request feature available on Case details page. To remove the New Request button from Case page, follow these steps:

1. Hide new request in the case:
  - a. Create a view **HideNewRequest** (in Customisable Views > Client Properties Views).
  - b. Add the following code to the view:
  - c. Add the following to the bottom of all other views in this form:
2. Hide "My Task" menu item.
  - a. Go to C:\Program Files\PNMsoft\Shared Resources\Components\Flowtime\Config\Portal\Commands, on your system.
  - b. Edit the **OpsCenter.xml** file.
  - c. Comment these tags.

## V3.0 and later

In Cora OpsManager, you have an option to disable the new request feature available on Case details page. To remove the New Request button from Case page, follow these steps:

1. Hide new request in the case:
  - a. Create a view **HideNewRequest** (in the workflow that holds custom views).
  - b. Add the following code to the view:
  - c. Add the following to the bottom of all other views in this form:
2. Hide "My Task" menu item.
  - a. Go to Administration > Global Settings > Application Variables.
  - b. Edit the CoraOpsManager.ProcessTasksMenuItemVisibility.
  - c. Change the Value to False.
  - d. Click Update.