

# Approve or refuse a request

Updated 14 October 2026 · [unforged.ai/help/folio/approve-or-refuse-a-request](https://unforged.ai/help/folio/approve-or-refuse-a-request)

Some changes, such as releasing a legal hold or removing a folder's protection, need a second person to agree before they happen. They wait in **Approvals** until someone decides.

## Before you start

You need permission to approve requests, which owners and admins have to start with. Some requests, like settings changes, also need permission to manage Folio settings.

**1**

## Open Approvals

Click **Approvals** in Folio. **Waiting for you** shows the requests you can decide, and anything waiting also shows under **Needs you** in **Files**.

**2**

## Read the request

Each request says what would change, who asked, the reason they gave and how long it has before it expires.

**3**

## Approve or refuse it

Click **Approve** or **Refuse**. Choose your own reason, add a few words if it helps, and click **Approve** or **Refuse** again to confirm.

**4**

## Check it went through

You'll see a message once it's done. An approved request is carried out straight away, and a refused one changes nothing.

## Your own requests

Someone else always has to decide a request you made. Choose **My requests** to see where yours have got to, and **Waiting for someone else** for requests you can't decide yourself.

If no one decides a request within seven days, it expires and nothing changes. You can ask again if it's still needed.