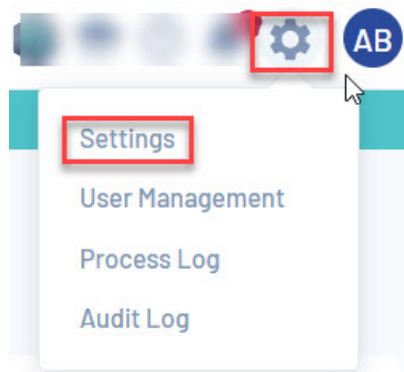# How do I define clearance reason/denial options?

Last Modified on 09/11/2023 1:04 pm AEDT

If your organisation will have specific reasons why members can be approved and denied for clearances then you can set these up, so they can be selected when approving and denying clearances. Some reasons can be:

- player has moved interstate
- player has outstanding fees needing to be paid first
- too many players for age group
- not enough players for age group
- family changes

NOTE: only associations can set up these approval/denial reasons.

1. From the Association level of Membership, select the **Settings icon** from the top right hand corner, then click **SETTINGS**.

2. Click on **MANAGE LOOKUP INFORMATION** (under Configure Database Fields).
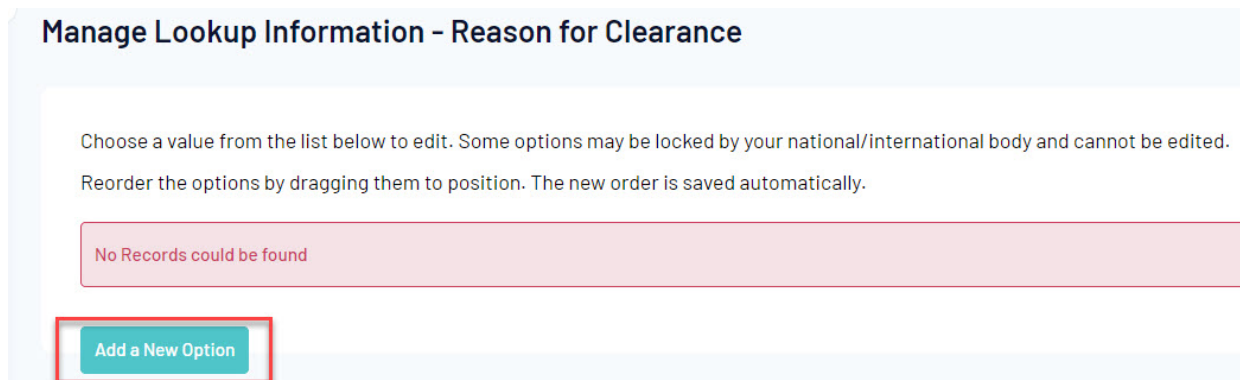
3. Scroll to find **REASON FOR CLEARANCE** (which is approval) **REASON FOR DENIAL**.

If filling out both repeat this process one at a time, otherwise the below can be applied to whatever one you are inputting.
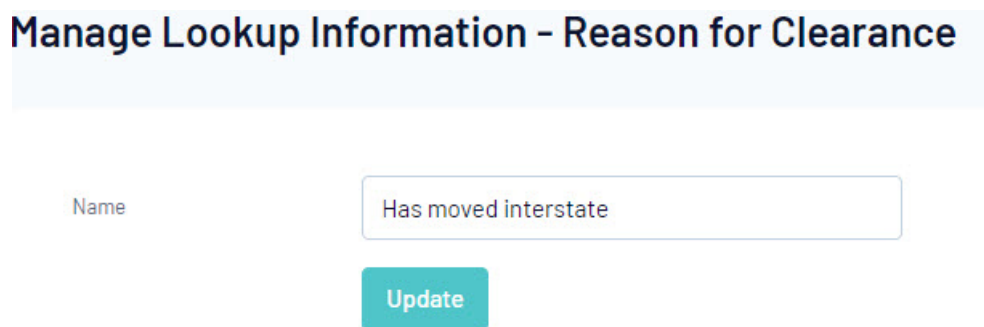
- Nationality Status (Custom Lookup 1)
- Occupations
- Official Types
- Reason for Clearance
- Reason for Denial
- State Teams
- Team Entry Nomination Type
- Tribunal Hearing Venue
- Tribunal Outcomes
- Volunteer Official Type

4. Click on the name of the field.

5. A screen will display that will have nothing listed. Click **ADD NEW OPTION** to add a new reason.

Manage Lookup Information - Reason for Clearance

Choose a value from the list below to edit. Some options may be locked by your national/international body and cannot be edited.
Reorder the options by dragging them to position. The new order is saved automatically.

No Records could be found

Add a New Option

6. Input a reason for the denial or clearance (whichever one you have chosen). Click **UPDATE**.

Manage Lookup Information - Reason for Clearance

Name | Has moved interstate

Update

7. Repeat for any other reasons needed. These will appear in a list and you can drap and drop the reasons depending on where you want them in this list.

Manage Lookup Information - Reason for Clearance

Choose a value from the list below to edit. Some options may be locked by your national/international body and cannot be edited.

Reorder the options by dragging them to position. The new order is saved automatically.

⁞ Family situation changes	Edit	Delete
⁞ General approval	Edit	Delete
⁞ Has moved interstate	Edit	Delete

Add a New Option

The reasons for clearance will appear on the 'Request a Clearance' screen and the reasons for denial will appear on the 'Approve/ Deny a Clearance' screen.