Predefined Reasons

Predefined reasons are shown when an activation code is created and can be used to quickly specify the most common reasons why a user requires the temporary user account. Available predefined reasons are configured in the **ServiceDesk\PredefinedReasons.xml** file located on the Privilege Manager Portal website.

Items root element

XML file contains Items elements where you can specify the following settings:

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

Item elements

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

```xml
<?xml version="1.0" encoding="utf-8" ?>
<Items Autoselect="false">
    <Item>Printer Installation</Item>
    <Item>Application Installlation (type software after reason)</Item>
</Items>
```