



The refresh report button won't appear on a credit file if one of the following things are true:

- The file is older than 120 days old.
- The file is already a refresh report. You cannot order a refresh report on a refresh report.
- The Refresh Report feature either has not yet been set up by your CRA or has been disabled by your CRA.
- If the file belongs to another user, your report ordering permission currently does not allow you to order refresh reports on files belonging to other users. This can only be changed by your CRA or an administrator.