How do we set it so patrons see a specific status because we do a bunch of internal routing and our patrons are seeing all the statuses which confuses them?

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Applies to

- ILLiad

Answer

You follow the documentation for the [Creating Display Statuses](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_do_we_set_it_so_patrons_see_a_specific_status) so when you are doing internal routing, the patron-only sees what you want them to see such as "Request Sent."

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