# Sandbox Refresh

Last Modified on 03/15/2024 1:04 pm CDT

District Technical Support Contacts can request sandbox refreshes using the **Manage Updates** tool, which can be accessed by clicking **Update Requests** within the Support Portal.

Technical Support Contacts for the following will only see sandbox refresh functionality as they do not initiate a Campus version update:

- Cloud-hosted districts whose updates are managed automatically (not Cloud-Choice hosted).
- Districts whose updates are managed by a state entity.
- Districts whose updates are managed by a consortium.
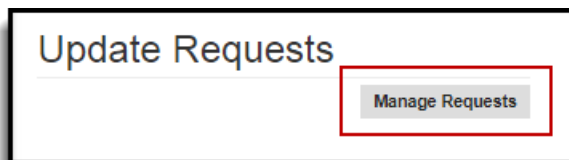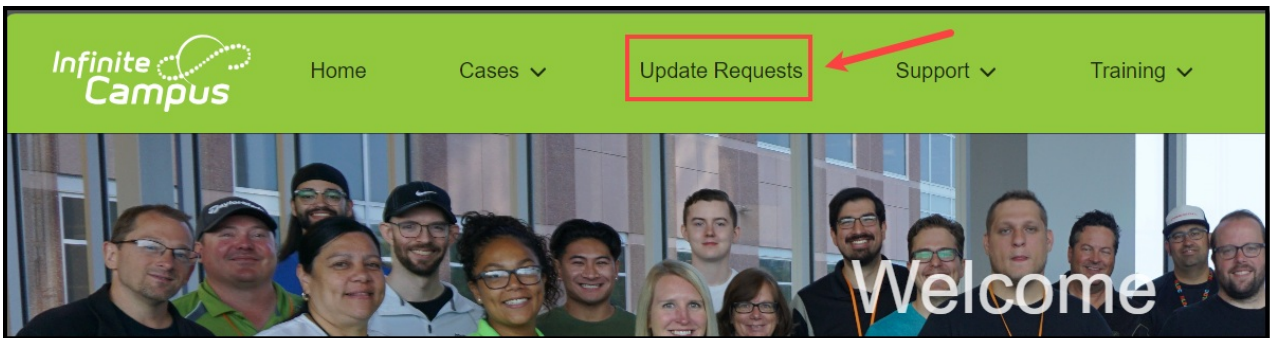
Please note that the Time Zone set for your CampusID will impact the **Time** selected for this update. Default setting is Central Time. To check or change your Time Zone, click your name at the top in the Community toolbar and select Location.

1. Click the **Request an Update** button. This will cause a new view to appear in the Update Request tool.
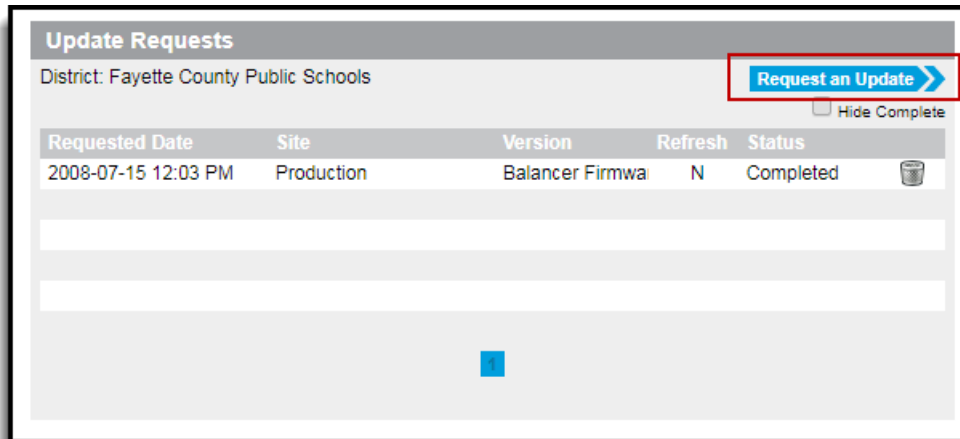
2. **Choose a Site.** Select **Production/Sandbox**. This option will only do a sandbox refresh for a district that is linked to update as part of a group. Production data is not impacted.
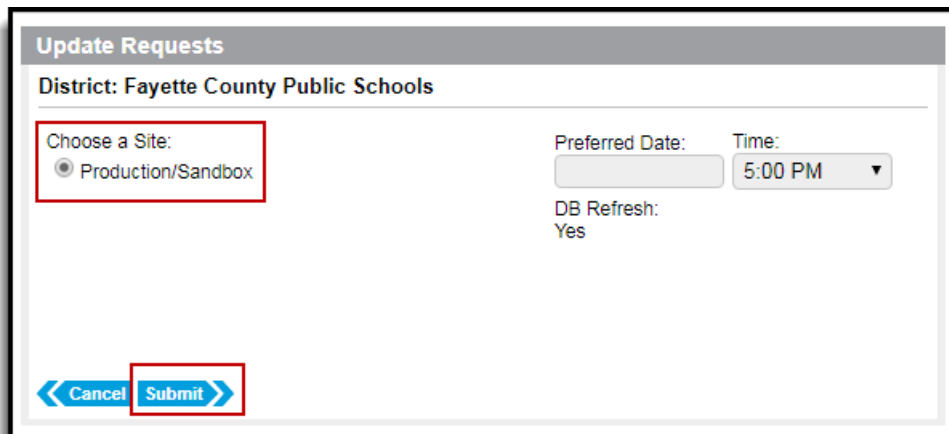
3. Select the **Preferred Date**. Refreshes will be scheduled on a first come/first serve basis. Campus Hosting reserves the right to change the date. Refreshes can be requested beginning 24 hour out.
4. Select the **Time** of refresh. Please note that this will be based upon the Time Zone set in your CampusID profile. To view or change this field, click your name in the Community toolbar, and select Location.
5. For linked districts, the **DB Refresh** is always set to **Yes**.
6. Click **Submit.**

Once an update has been requested, the request will be displayed in the **Your Updates** gadget list view. Campus Hosting will send an email notification indicating that the request has been accepted, and noting any necessary date changes.