

# Why can't I see the Request Valuation button?

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You will need to have the following setup for the valuation request button to be displayed on the holding:

- Pathways valuation licence
- Organisation ID entered
- Provider authentication details completed

The button will only show on providers displayed in the Pathways Valuations tab.

Please contact our customer service team on 0800 783 4477 or send an email to [hello@synaptic.co.uk](mailto:hello@synaptic.co.uk) if you would like more details on the valuation service.

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