

Switch Requests from Legacy Templates to Request Templates

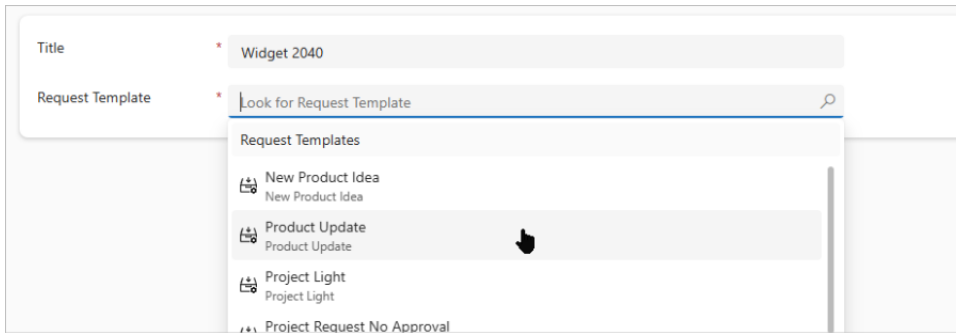
Introduction

Support for legacy templates was removed in BrightWork 365 2026-2. These steps describe how to switch any request that uses the legacy Template model to the newer Request Template model.

These steps assume that you know which Request Template you want to switch to.

Method 1: Fix requests individually

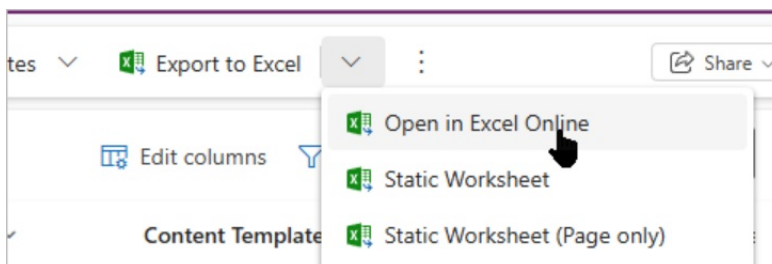
To fix the requests one by one, open them and select the desired Request Template. The request will automatically load the desired template. Click **Save & Close** at the top of the screen.



Method 2: Bulk switch requests

You can bulk switch requests by following the below steps. Ideally, the Request Template that you want to switch to will have the same name as the Template the request was previously using.

1. Add the 'Request Template' and 'ΩTemplate (Obsolete)' columns to a request view.
2. Click **Export to Excel > Open in Excel Online**.



3. Enter the name into the Request Template column. Copy the Template name into the Request Template column if they have the same name.
4. Click **Save** and wait for the import to complete.

Status	Project Template	Template	Content Template
arted	Project Structured	Project Structured	
arted	Project Structured	Project Structured	
arted	New Product Idea		
arted	Project Standard		
arted	Project Structured		
arted	New Product Idea		
arted	Product Update		
arted	Project Structured		
arted	Project Standard		
arted	Project Light		

Lookup
This Project Template record must already exist in Microsoft Dynamics 365 or in this source file.

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Save Return