

The Request Lounge

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How long does it take for a request to be added?

Movies

Movie requests are automatically approved, and will appear within a few hours of being requested depending on the current download queue and if they are found.

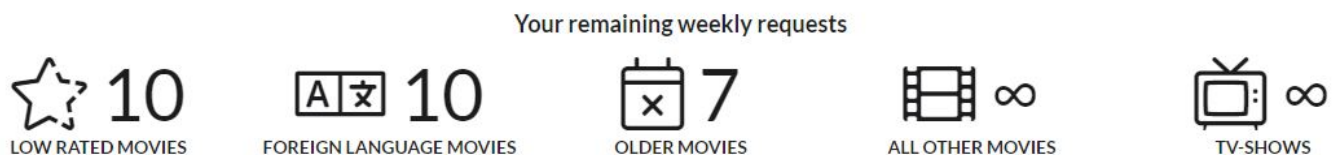
TV Shows

TV Shows are manually approved and will appear whenever we have time to process the requests, how long does that usually take? That's honestly an impossible question to answer, Remember - There's lots of customers, all requesting content - This results in a queue for approving requests however long it takes to complete your particular request, depends on what's in front of your request in the queue, and whether we have time to do requests on that given day

How does the request lounge work?

The per user, limit system

When you access the request page, you will notice a top information bar like so



This information bar keeps you informed on the rules which are applied to your account, you can hover over each item to get more information on its purpose, as illustrated here



These limits may change as we mature this system, currently what we can limit and what we do limit is

1. Movies older then 15 years are limited to X amount / week
2. Movies with an IMDB rating lower than 3 is limited to X amount / week
3. Movies with a language other than English is limited to X amount / week

Request handling

Currently movie requests are automatically approved and sent to the download client to be added, as such when you request a movie, it should(if it is downloadable) appear in the library within 1-2 hours

of it being requested.

TV Shows are manually approved, we cannot provide a time estimate from when a requested TV show appears, it depends on the work load and current request queue.

Request states

Pending(TV) -> Its not yet added to sonarr, awaiting staff

Pending(Movies) -> Added to radarr, will appear when / if radarr finds the movie

Monitored -> Its added to sonarr/Radarr, and being searched for

Queued -> Its added to sonarr/Radarr, and being searched for

Denied -> It couldnt be found

Reasoning for not automating TV Show requests

TV Show requests are not automatically approved like movies, for the simple reason that we dont want a TV show library that consists of incomplete seasons or shows, it is very normal that some shows are only partially available for download

If we automatically approved all of this, then we would have tv shows in the library that are partially available, with missing episodes - This we do not want, and as such we manually approve tv shows to make sure that all seasons and all episodes are available.

The request UI

The request UI is quite simple, the basic functionality is shown in the screenshot below



Remi Nobody's Boy

December 2018

French (fr)

The adventures of the young Rémi, an orphan, collected by the gentle Madam Barberin. At the age of 10 years, he is snatched from his adoptive mother and entrusted to the signor Vitalis, a mysterious itinerant musician. Has its sides, he will learn the harsh life of acrobat and sing to win his bread. Accompanied by the faithful dog capi and of the small monkey Joli-Coeur, his long trip through France, made for meetings, friendships and mutual assistance, leads him to the secret of its origins.



User Score

+ Request

Subscribe 0

2

1

The rating bar

This rating bar shows in percentage, but translates to IMDB rating. A percentage of 57, would equal an IMDB rating of 5.7

Request functionality

Request

When clicking this button, you request this content, if for TV shows a kronos dropdown menu will appear if multiple seasons are possible to request, upon requesting content you will automatically subscribe for notifications.

This means you will receive an email notification when and if your request is available within plex.

Subscribe

The Subscribe button with the bell icon is our subscribe feature. You can subscribe to content, meaning you will receive email notifications if and when this request is available on your Plex server.

Report

The report icon top right of each card, allows you to report issues with media that is marked either available, or partially available

My request is gone!

Older requests will eventually be removed

Don't worry, though! This doesn't mean it's been denied.

After a set amount of days, we will remove all pending requests that haven't been fulfilled. In order to allow for seasons to still be grabbed in the future, we are not marking these seasons as denied.

We have found the best solution is to simply remove the seasons. All users are then free to re-request these seasons and they will also jump to the top of the request list.

My request was "Denied"

What are my options?

Theres only ever 1 reason for something to be "Denied" , if we cannot find what you requested, we will **deny** it

When a request is denied, you have 2 options.

1. Deal with it and watch something else
2. Open a ticket - or if you have access to it - we can provide a way to upload it.