

Use this task to reopen a closed UCPath inquiry.

A case can be reopened up to three times within a period of 12 months (365 days) from the original closure date.

Dashboard Navigation:

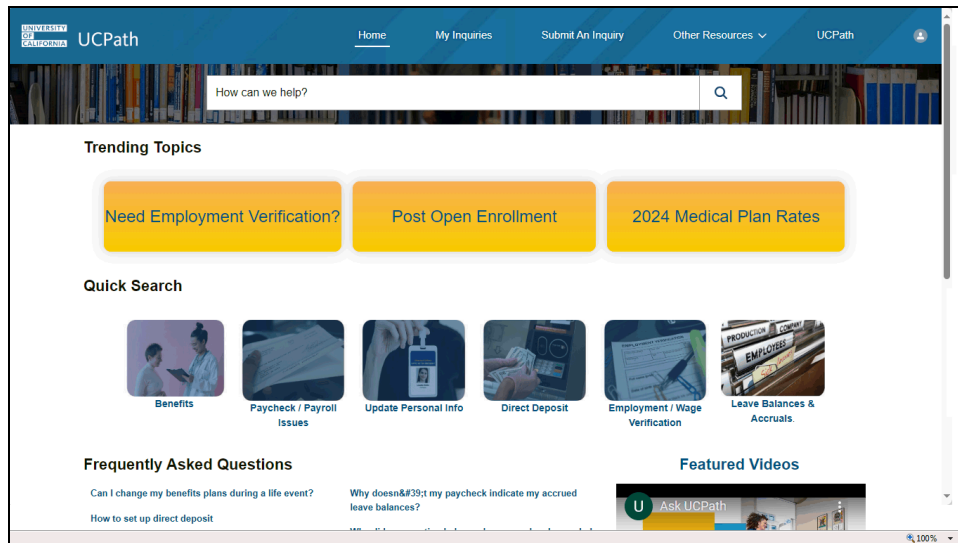
Ask UCPath

or

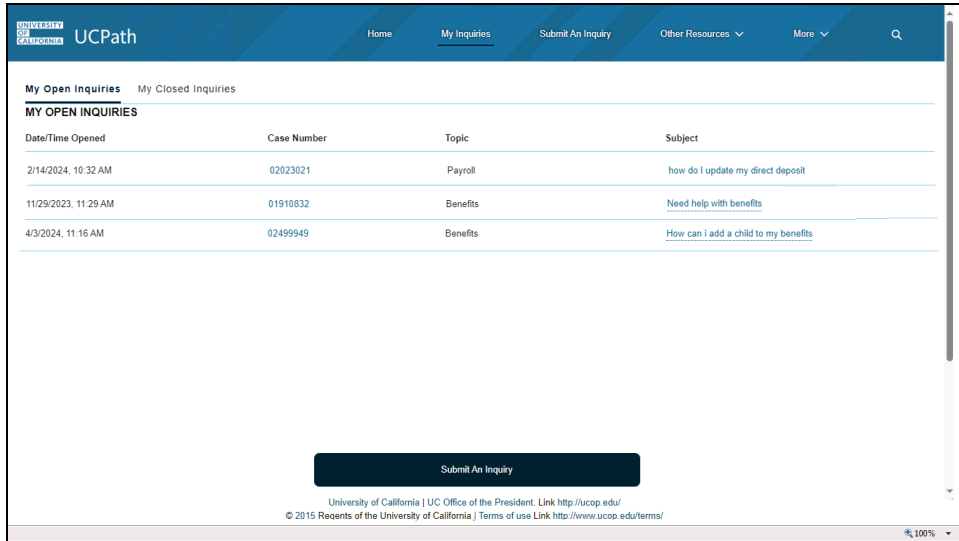
Menu Navigation:

Help / FAQ > **Ask UCPath**

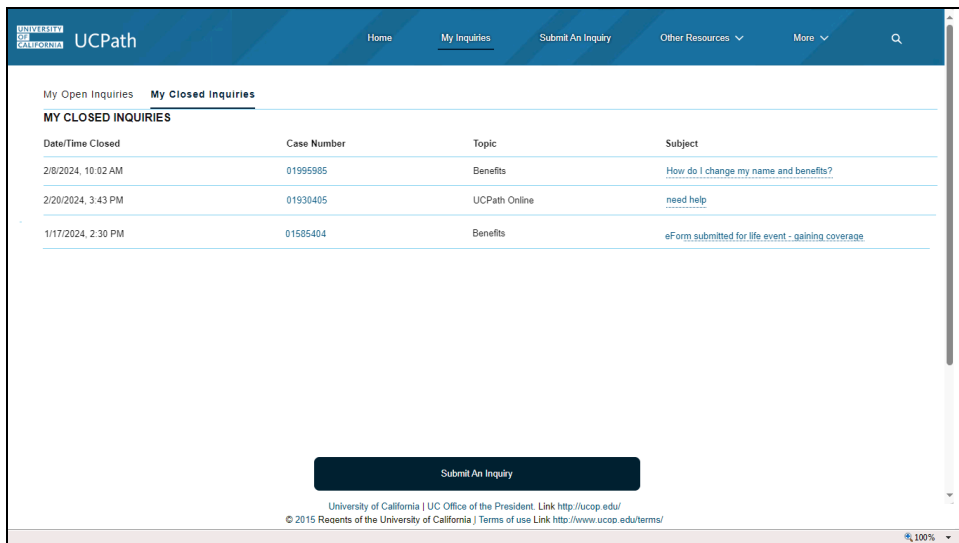
Note: This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



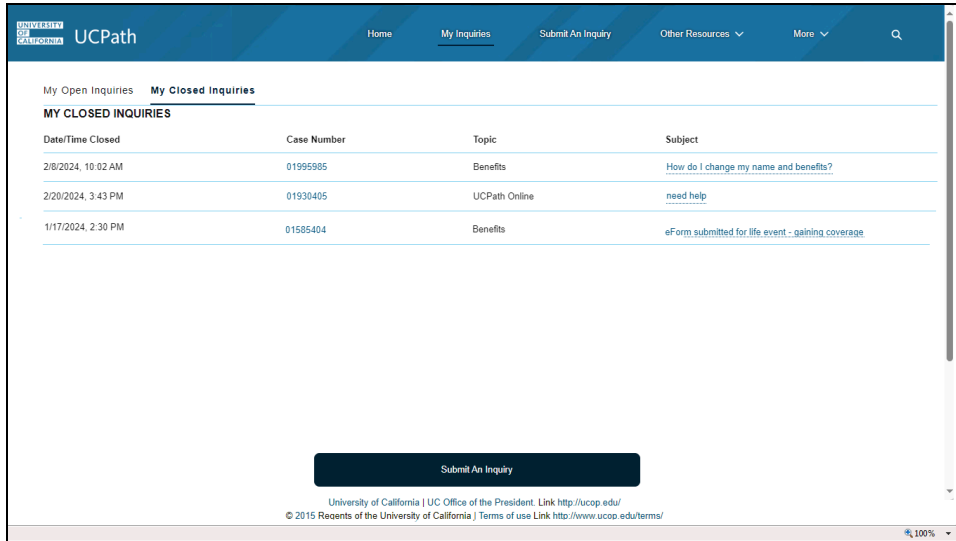
Step	Action
1.	<p>For this example, you have an additional question about a closed inquiry.</p> <p>Click the My Inquiries link.</p> <p>My Inquiries</p>



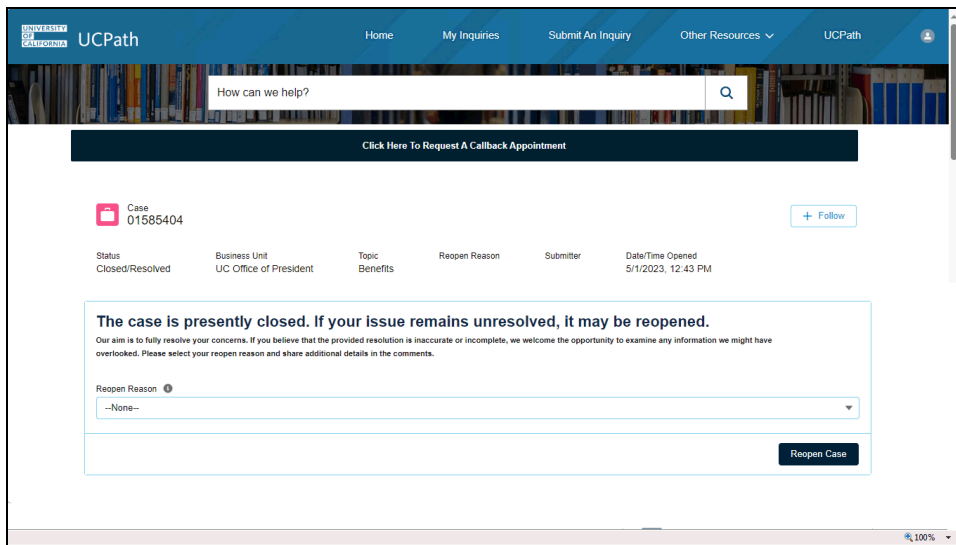
Step	Action
2.	Click the My Closed Inquiries link. My Closed Inquiries




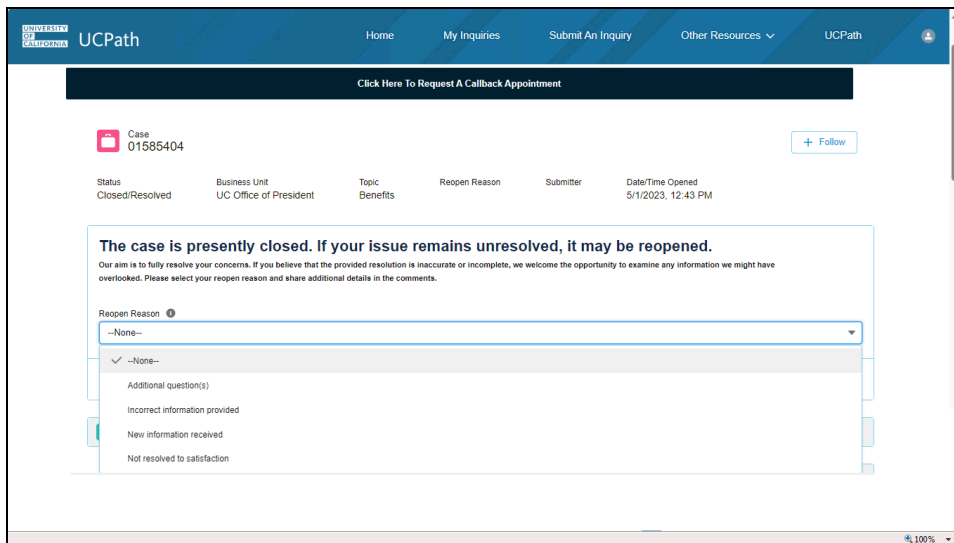
Step	Action
3.	Use the My Closed Inquiries page to review the list of your closed cases that are eligible to be reopened. Note: Inquiries can be reopened up to three times within a period of 12 months (365 days) from the original closure date.



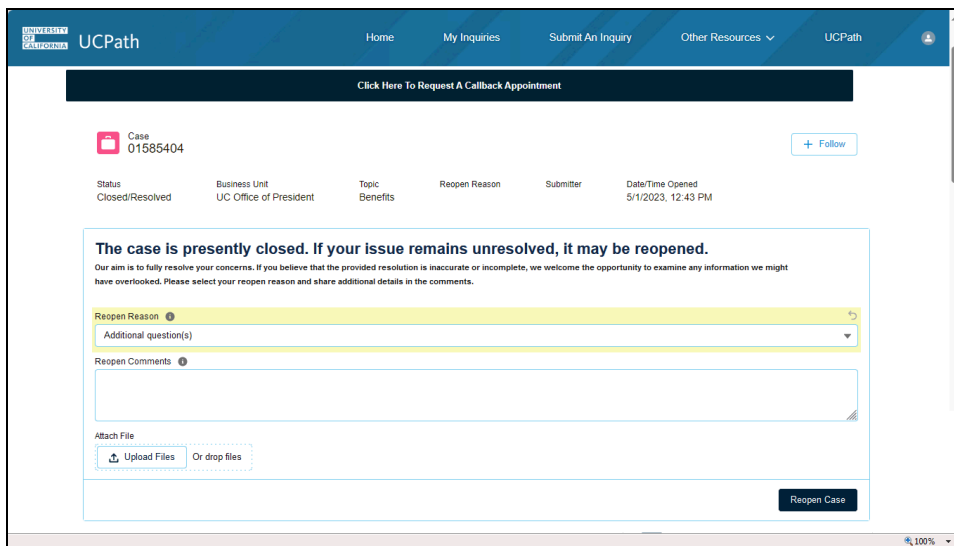
Step	Action
4.	<p>Case 01585404 was closed on 1/17/2024 at 2:30 PM.</p> <p>Click the 01585404 link.</p> <p>01585404</p>



Step	Action
5.	<p>Click on the Reopen Reason drop-down to reopen your case.</p> 

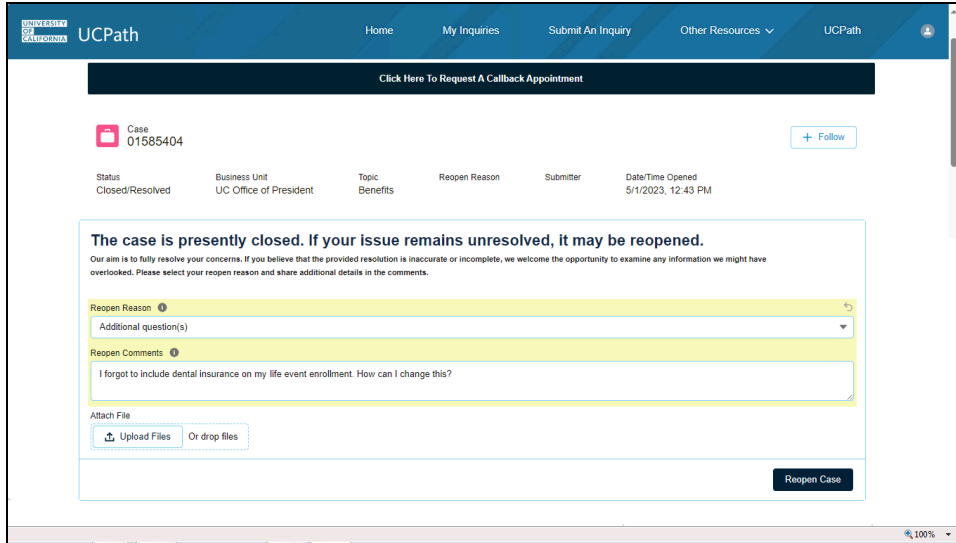


Step	Action
6.	<p>Select a reason from the drop-down.</p> <p>Click the Additional question(s) list item.</p> <p>Additional question(s)</p>

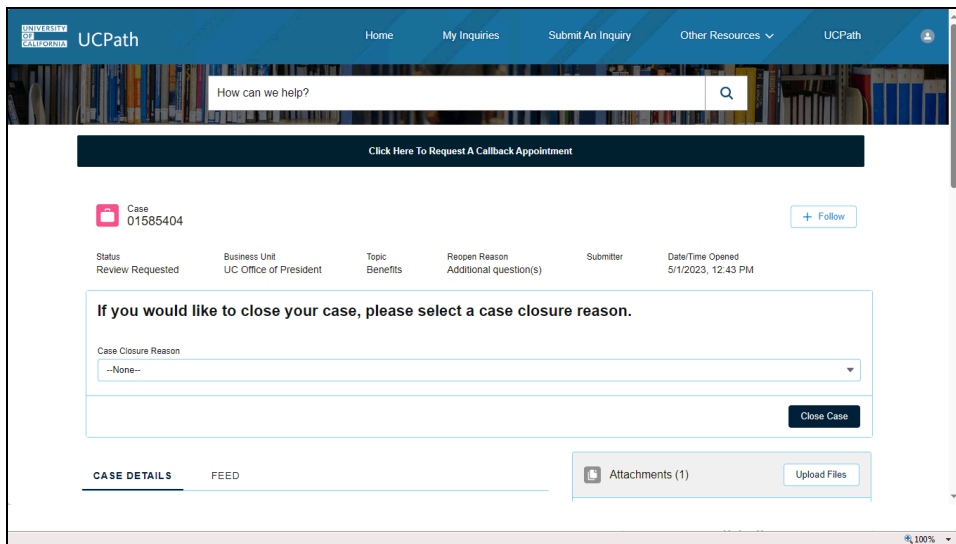


Step	Action
7.	Click on the undo button to select a new Reopen Reason .
8.	<p>Enter Reopen Comments detailing why you are reopening your case.</p> <p>Click in the Reopen Comments field.</p>

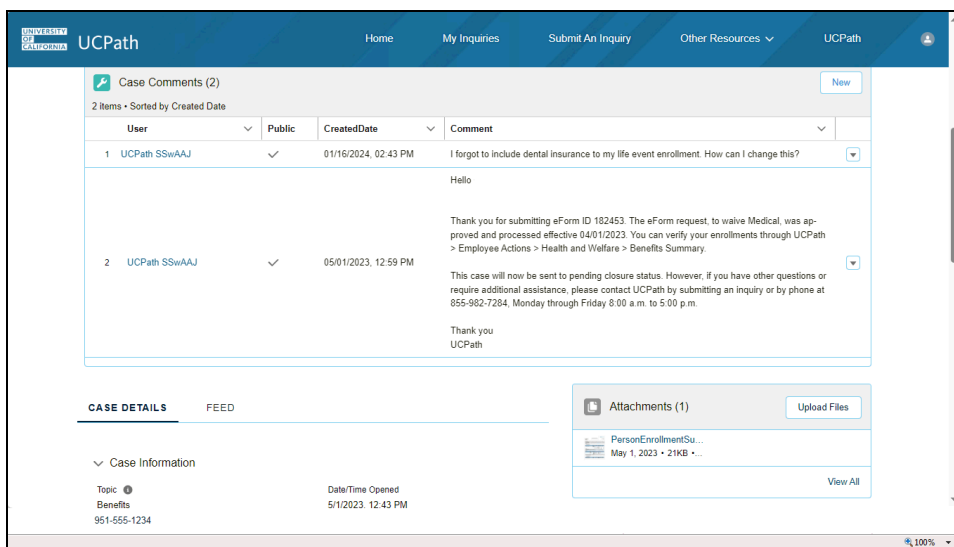
Step	Action
9.	Enter the desired information into the Comment field. For this example, enter How do I.



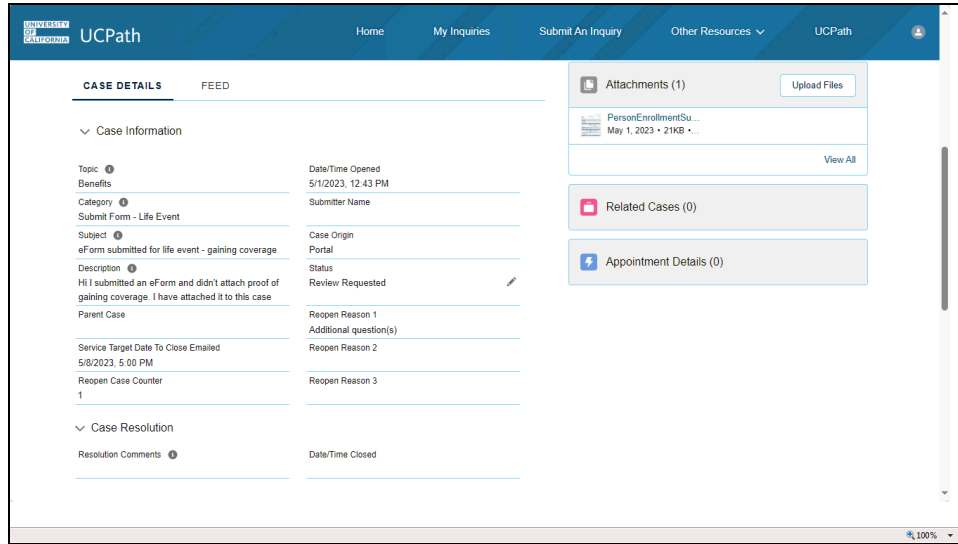
Step	Action
10.	<p>For this example, the Reopen Comment field was completed on your behalf.</p> <p>You can add an attachment with the comment by clicking the Upload Files button Or drop files.</p> <p>Click the Reopen Case button.</p> <p style="text-align: center;">Reopen Case</p>



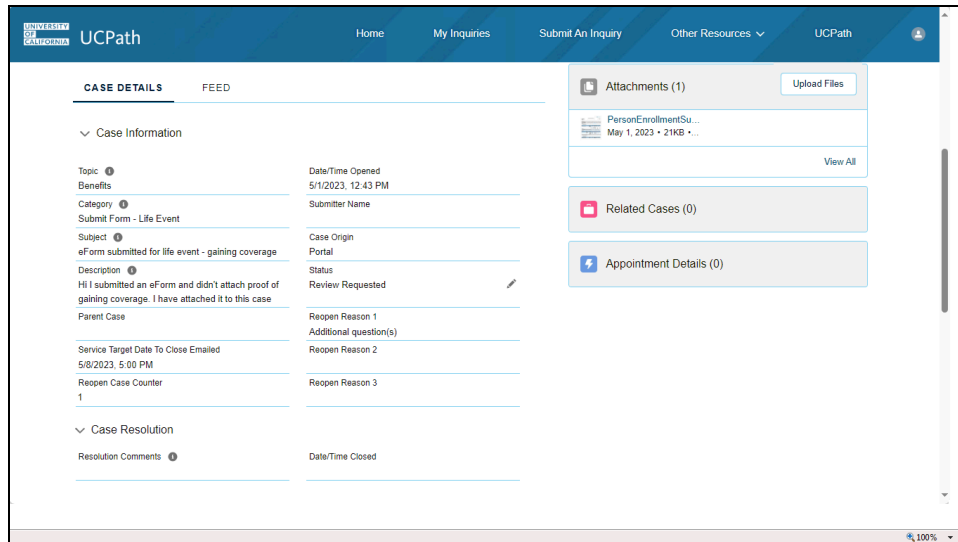
Step	Action
11.	The reason you reopened the case appears in the Reopen Reason field in the header. Note: Reopened cases will retain the same case number.
12.	Scroll down to the Case Comment section. Click the scroll bar.



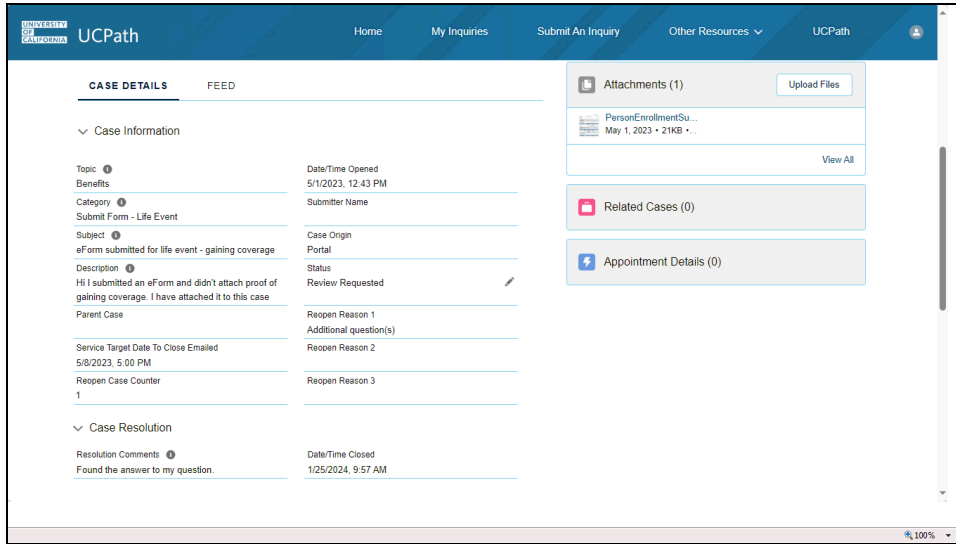
Step	Action
13.	The reopened comment will appear in the Case Comments section, along with all previous case comments.
14.	Scroll down to the Case Details section. Click the scroll bar.



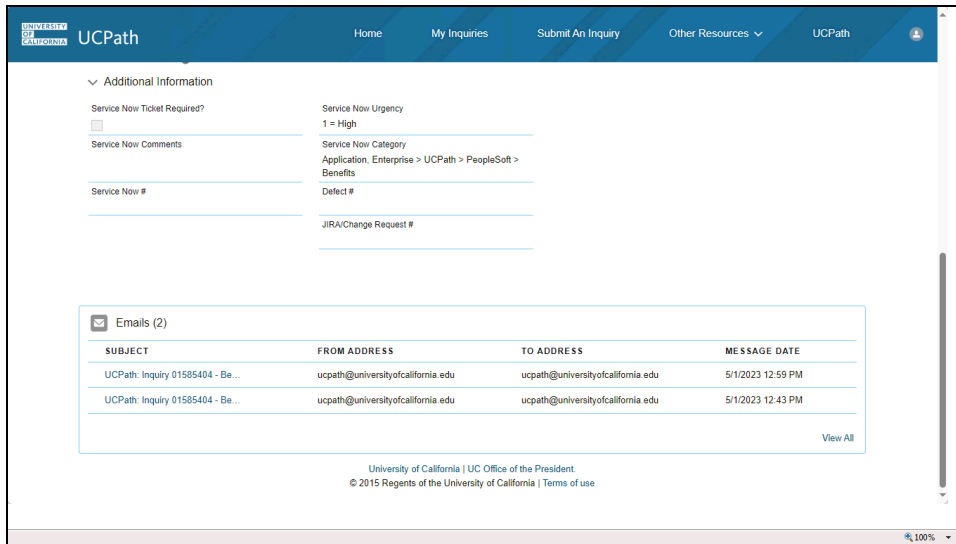
Step	Action
15.	Under Case Information , you can view the Status and Reopen Reason .



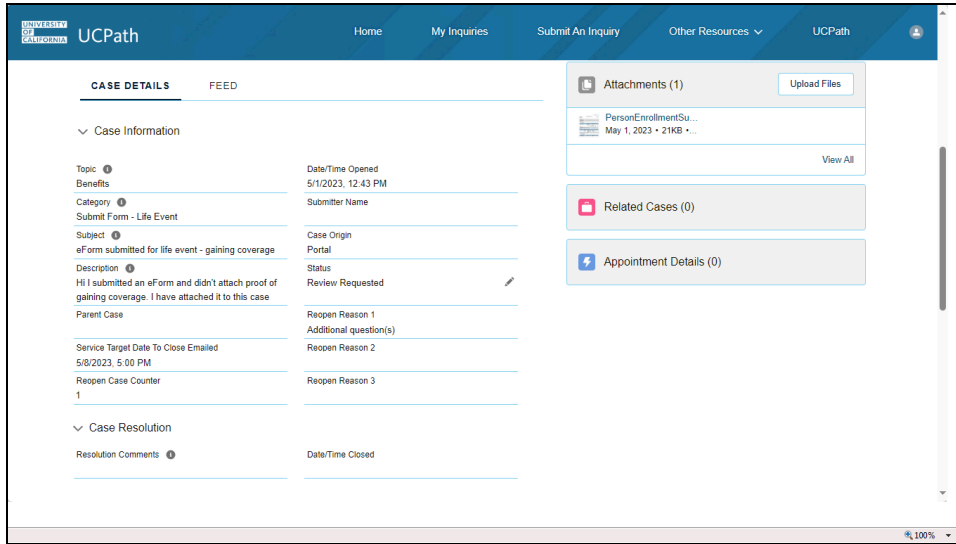
Step	Action
16.	You can also view the Reopen Case Counter , indicating the number of times the case has been reopened. Note: The Reopen Case Counter may not exceed three (3).



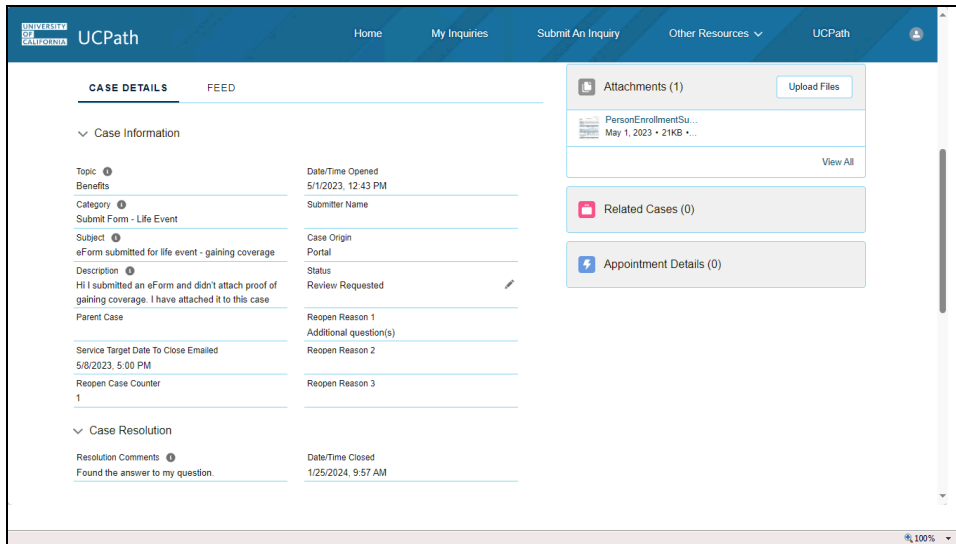
Step	Action
17.	Under Case Resolution , you can view the Resolution Comments and the Date/Time Closed .
18.	Scroll down to the Emails section. Click the scroll bar.



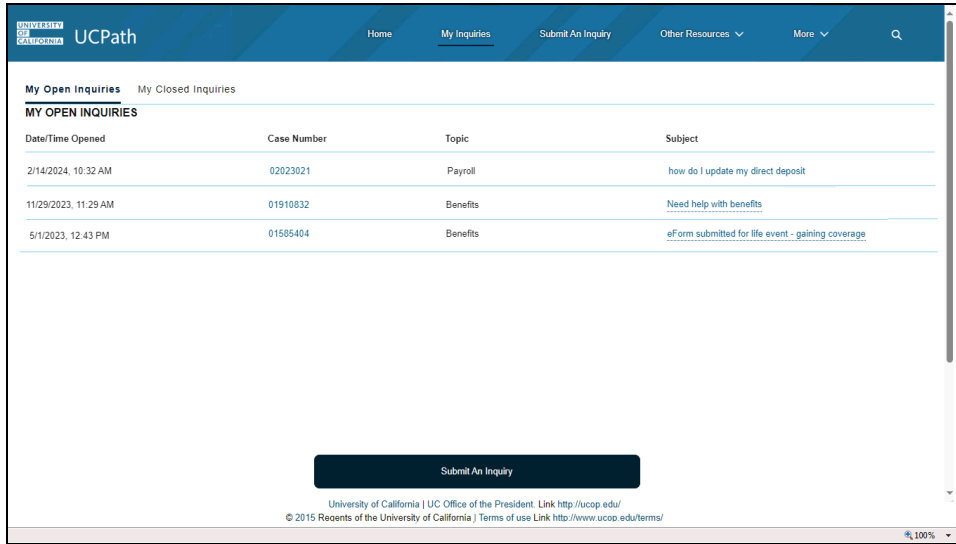
Step	Action
19.	The Emails section displays email messages associated with this case.
20.	Scroll up to the Attachments section. Click the scroll bar.



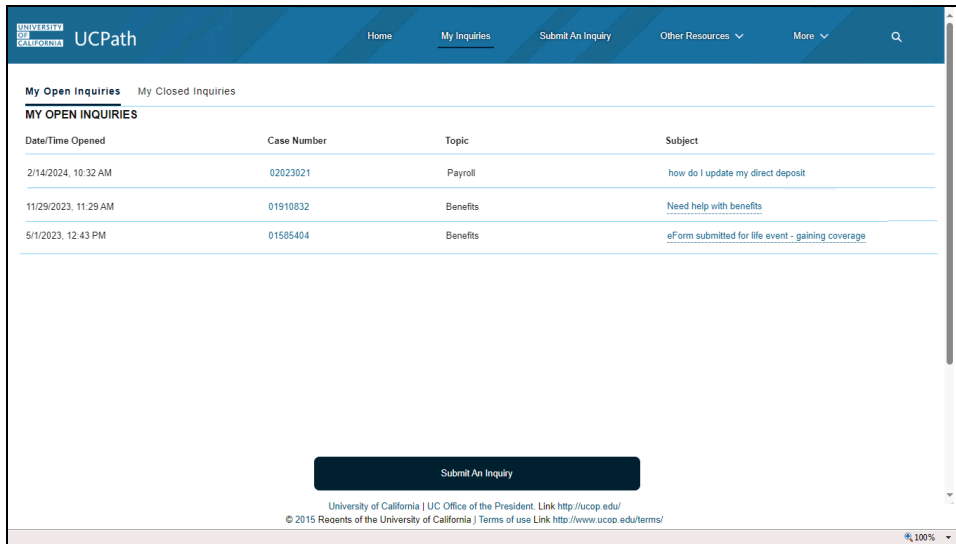
Step	Action
21.	<p>New attachments can be added by clicking the Upload Files link.</p> <p>Note: Previous attachments will also be displayed here.</p>



Step	Action
22.	<p>To review a list of your open inquiries.</p> <p>Click the My Inquiries link.</p> <p>My Inquiries</p>



Step	Action
23.	The reopened inquiry will appear in the My Open Inquiries list.



Step	Action
24.	You have reopened a closed inquiry. End of Procedure.