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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>For this example, you have an additional question about a closed inquiry. Click the <strong>My Inquiries</strong> link.</td>
</tr>
</tbody>
</table>

My Inquiries
### UCPath Task:
Reopen Closed Inquiry

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

**My Closed Inquiries**

<table>
<thead>
<tr>
<th>Date/Time Closed</th>
<th>Case Number</th>
<th>Topic</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/14/2024, 15:02 AM</td>
<td>0292921</td>
<td>Payroll</td>
<td>How do I update my direct deposit?</td>
</tr>
<tr>
<td>6/25/2024, 11:14 AM</td>
<td>02895085</td>
<td>Benefits</td>
<td>How can I add a child to my benefits?</td>
</tr>
</tbody>
</table>

**Step 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. | Case 01585404 was closed on 1/17/2024 at 2:30 PM. Click the **01585404** link. 01585404

5. | Click on the **Reopen Reason** drop-down to reopen your case.
### Step 6
Select a reason from the drop-down.

Click the **Additional question(s)** list item.

**Additional question(s)**

### Step 7
Click on the undo button to select a new **Reopen Reason**.

### Step 8
Enter **Reopen Comments** detailing why you are reopening your case.

Click in the **Reopen Comments** field.
<table>
<thead>
<tr>
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<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>Enter the desired information into the <strong>Comment</strong> field. For this example, enter <em>How do I</em>.</td>
</tr>
</tbody>
</table>

![UCPath Task: Reopen Closed Inquiry](image)

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<tr>
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<tbody>
<tr>
<td>10.</td>
<td>For this example, the <strong>Reopen Comment</strong> field was completed on your behalf.</td>
</tr>
</tbody>
</table>

You can add an attachment with the comment by clicking the Upload Files button or drop files.

Click the **Reopen Case** button.

![UCPath Task: Reopen Closed Inquiry](image)
<table>
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</thead>
</table>
| 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. |

![UCPath Task: Reopen Closed Inquiry](image)

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>13.</td>
<td>The reopened comment will appear in the <strong>Case Comments</strong> section, along with all previous case comments.</td>
</tr>
</tbody>
</table>
| 14.  | Scroll down to the **Case Details** section.  
Click the scroll bar. |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.</td>
<td>Under <strong>Case Information</strong>, you can view the <strong>Status</strong> and <strong>Reopen Reason</strong>.</td>
</tr>
</tbody>
</table>
| 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 17
Under **Case Resolution**, you can view the **Resolution Comments** and the **Date/Time Closed**.

### Step 18
Scroll down to the **Emails** section.

Click the scroll bar.

### Step 19
The **Emails** section displays email messages associated with this case.

### Step 20
Scroll up to the **Attachments** section.

Click the scroll bar.
### Step 21
New attachments can be added by clicking the **Upload Files** link.

**Note**: Previous attachments will also be displayed here.

### Step 22
To review a list of your open inquiries.

Click the **My Inquiries** link.
Step 23. The reopened inquiry will appear in the My Open Inquiries list.

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