

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.	For this example, you have an additional question about a closed inquiry.
	Click the My Inquiries link. My Inquiries



	Home	My Inquiries Submit An Inquiry	Other Resources 🗸 More 🗸	q
My Open Inquiries My Closed Inquiries				
MY OPEN INQUIRIES				
Date/Time Opened	Case Number	Торіс	Subject	
2/14/2024, 10:32 AM	02023021	Payroll	how do I update my direct deposit	
11/29/2023, 11:29 AM	01910832	Benefits	Need help with benefits	
4/3/2024, 11:16 AM	02499949	Benefits	How can i add a child to my benefits	
		Submit An Inquiry		
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Step	Action
2.	Click the My Closed Inquiries link.
	My Closed Inquiries

UCPath	Home	My Inquiries Submit An In	iquiry C	Other Resources 🗸	More 🗸	
My Open Inquiries						
MY CLOSED INQUIRIES						
Date/Time Closed	Case Number	Topic		Subject		
2/8/2024, 10:02 AM	01995985	Benefits		How do I change my nan	ne and benefits?	
2/20/2024, 3:43 PM	01930405	UCPath Online		need help		
1/17/2024, 2:30 PM	01585404	Benefits		eForm submitted for life e	event - gaining coverage	
		Submit An Inquiry				
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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.



RESITY SERVIA UCPath	Home	My Inquiries Submit An	n Inquiry Other Resources 🗸	More 🗸	
My Open Inquiries My Closed In	quiries				
MY CLOSED INQUIRIES					
Date/Time Closed	Case Number	Торіс	Subject		
2/8/2024, 10:02 AM	01995985	Benefits	How do I change my	name and benefits?	
2/20/2024, 3:43 PM	01930405	UCPath Online	need help		
1/17/2024, 2:30 PM	01585404	Benefits	eForm submitted for	life event - gaining coverage	
		Submit An Inquiry			
	University of Calif 2015 Regents of the University	ornia UC Office of the President. Link http:// ersity of California Terms of use Link http://w	/ucop.edu/ www.ucop.edu/terms/		
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Step	Action
4.	Case 01585404 was closed on 1/17/2024 at 2:30 PM.
	Click the 01585404 link. 01585404

UCPath		Home	My Inquiries	Submit An Inq	uiry Other Resour	ces ✔ UCPath	
	How can we help?				Q		
		Click Here T	o Request A Callback Ap	pointment			
Case 01585404						+ Follow	
Status Closed/Resolved	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 5/1/2023, 12:43 PM		
The case is pr Our aim is to fully resolve yr overlooked. Please select yr Reopen Reason	resently closed. If y our concerns. If you believe that the pr our reopen reason and share additions	OUT ISSUE T rovided resolution is al details in the comm	emains unresc naccurate or incomplete, we ents.	olved, it may welcome the opportunity	be reopened.	ht have	
None						•	
						Reopen Case	

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



Click Here to Request A Call Click Here to Request A Call Click Here to Request A Call Status Status Status UC Office of President Enefits	+ Follow + Follow secon Submitter Data-Time Opened Srif.2023, 12.43 PM
Case 01585404 Status Business Unit Topic Reopen Rev Closed/Resolved UC Office of President Benefits	+ Follow asson Submitter DataTime Opened Sri1/2023, 12:43 PM
Status Busines Unit Topic Reopen Re Closed/Resolved UC Office of President Benefits	sason Submitter Date/Time Opened 5/1/2023, 12:43 PM
None	•
✓None	
Additional question(s)	
Incorrect information provided	
New information received	

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

		Click Here To	Request A Callback App	ointment		
Case 01585404						+ Follow
Status Closed/Resolved	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 5/1/2023, 12:43 PM	
The case is pr Our aim is to fully resolve have overlooked. Please s	your concerns. If you believe that the elect your reopen reason and share	OUT ISSUE T e provided resolution e additional details in	emains unreso a is inaccurate or incomplet the comments.	e, we welcome the o	y be reopened.	we might
The case is pr Our aim is to fully resolve have overlooked. Please s Reopen Reason	resently closed. If y your concerns. If you believe that th elect your reopen reason and share	OULT ISSUE T e provided resolution e additional details in	emains unreso n is inaccurate or incomplet the comments.	lived, it may	/ be reopened.	we might
The case is pr Our aim is to fully resolve have overlooked. Please s Reopen Reason () Additional question(s)	esently closed. If y your concerns. If you believe that th elect your reopen reason and share	e provided resolution e additional details in	emains unreso i is inaccurate or incomplet the comments.	Ived, it may	y be reopened. pportunity to examine any information	we might
The case is pi Our aim is to fully resolve have overlooked. Please s Reopen Reason Additional question(s) Reopen Comments	esently closed. If y your concerns. If you believe that the elect your reopen reason and share	POUL İSSUE I e provided resolution e additional details in	emains unresc is inaccurate or incomplet the comments.	olved, it may	y be reopened.	we might
The case is pi Our aim is to fully resolve have overlooked. Please a Reopen Reason Additional question(s) Reopen Comments	esently closed. If y your concerns. If you believe that th elect your reopen reason and share	e provided resolution a difficienti details in	emains unresco i is inaccurate or incomplet the comments.	lived, it may	y be reopened. poportunity to examine any information	we might v
The case is pr bur aim is to fully resolve aver overlooked. Please a Reopen Reason Additional question(s) Reopen Comments	esently closed. If y your concerns. If you believe that th elect your reagen reason and share	OUL ISSUE I e provided resolution e additional details in	emains unresc i is inacurate or incomplet the comments.	Ived, it may	y be reopened.	we might

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



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



Step	Action
10.	For this example, the Reopen Comment field was completed on your behalf.
	You can add an attachment with the comment by clicking the Upload Files button Or drop files.
	Click the Reopen Case button.
	Reopen Case

JCPath		Home	My Inquiries	Submit An	Inquiry	Other Resources		ICPath		Î
	How can we help?					Q				
		Click Here To R	equest A Callback Appoi	atment						L
Case 01585404							+ Fo	llow		
Status Review Requested	Business Unit UC Office of President	Topic Benefits	Reopen Reason Additional question(s)	Su	bmitter	Date/Time Opened 5/1/2023, 12:43 PM				
If you would like	e to close your case	, please se	lect a case clos	sure rea	ason.					
Case Closure Reason										
None								-		
							Close (Case		
CASE DETAILS	FEED			C	Attachmen	its (1)	Upload F	files		
									® 100%	•



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.

UNIVERSITY OF CALIFORNIA	UCPath		Home	My Inquiries Su	ıbmit An Inquiry O	ther Resources ~	UCPath		•
	Case Comments (2)						New		
	2 items · Sorted by Created Date								
	User	~ Public	CreatedDate	✓ Comment			~		1
	1 UCPath SSwAAJ	~	01/16/2024, 02:43 PM	I forgot to include dental ins	surance to my life event enrollme	ent. How can I change this?			
	2 UCPath SSwAAJ	~	05/01/2023, 12:59 PM	Hello Thank you for submitting e proved and processed affe > Employee Actions > Heal This case will now be sent require additional assistan 855 982-7284, Monday thro Thank you UCPath	Form ID 182453. The eForm rec drive 04/01/2023. You can verify th and Welfare > Benefits Summ to pending closure status. How e, please contact (DPath by su ugh Friday 8:00 a.m. to 5:00 p.	uest, to waive Medical, was ap- your enrollments through UCPat nary. ver, if you have other questions identifing an inquiry or by phone a m.	th v or at		
	CASE DETAILS FEE	D			Attachments (1)	Uploa	ad Files		
	✓ Case Information				PersonEnrollmentS May 1, 2023 • 21KB	šu ∙			l
	Topic Benefits 951-555-1234		Date/Time Opened 5/1/2023. 12:43 PM				View All		¥
								۹ 100% -	-

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.



CASE DETAILS FEED		Attachments (1) Upload Files
✓ Case Information		PersonEnrollmentSu May 1, 2023 • 21KB •
Topic 🕕 Benefits	Date/Time Opened 5/1/2023, 12:43 PM	View All
Category 0 Submit Form - Life Event	Submitter Name	Related Cases (0)
Subject 0 eForm submitted for life event - gaining coverage	Case Origin Portal	
Description Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case	Status Review Requested	Appointment Details (0)
Parent Case	Reopen Reason 1 Additional question(s)	
Service Target Date To Close Emailed 5/8/2023, 5:00 PM	Reopen Reason 2	
Reopen Case Counter 1	Reopen Reason 3	
✓ Case Resolution		
Resolution Comments	Date/Time Closed	

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

		my inquires		our resources		
CASE DETAILS FEED			C Attachm	ents (1)	Upload Files	
✓ Case Information			PersonEn May 1, 202	rollmentSu 3 • 21KB •		
Topic 🕕 Benefits	Date/Time Opened 5/1/2023, 12:43 PM				View All	
Category 0 Submit Form - Life Event	Submitter Name		C Related	Cases (0)		
Subject 0 eForm submitted for life event - gaining coverage	Case Origin Portal		D Annaiste	and Dataila (0)		
Description 🕐 Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case	Status Review Requested	1	Appoint	nent Details (0)		
Parent Case	Reopen Reason 1 Additional question(s)					
Service Target Date To Close Emailed 5/8/2023, 5:00 PM	Reopen Reason 2					
Reopen Case Counter 1	Reopen Reason 3					
✓ Case Resolution						
Resolution Comments	Date/Time Closed					

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).



UCPath	Home	My Inquiries	Subm	nit An Inquiry Other Resources 🗸	UCPath
CASE DETAILS FEED				Attachments (1)	Upload Files
✓ Case Information				PersonEnrollmentSu May 1, 2023 • 21KB •	
Topic 🕚 Benefits	Date/Time Opened 5/1/2023, 12:43 PM				View All
Category 0 Submit Form - Life Event	Submitter Name			Related Cases (0)	
Subject 0 eForm submitted for life event - gaining coverage	Case Origin Portal				
Description Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case	Status Review Requested	ľ		Appointment Details (0)	
Parent Case	Reopen Reason 1 Additional question(s)				
Service Target Date To Close Emailed 5/8/2023, 5:00 PM	Reopen Reason 2				
Reopen Case Counter 1	Reopen Reason 3				
✓ Case Resolution					
Resolution Comments	Date/Time Closed				
Found the answer to my question.	1/25/2024, 9:57 AM				

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.

 Additional Information 				
Service Now Ticket Required?	Service Now Urgency 1 = High			
Service Now Comments	Service Now Category Application, Enterprise > UCPath > Peop Benefits	leSoft >		
Service Now #	Defect #			
	JIRA/Change Request #			
Emails (2)	FROM ADDRESS	TO ADDRESS	MESSAGE DATE	
Emails (2) SUBJECT UCPath: Inquiry 01585404 - Be	FROM ADDRE \$ \$ ucpath@universityofcalifornia.edu	TO ADDRESS ucpath@universityofcalifornia.edu	MESSAGE DATE 5/1/2023 12-59 PM	
UCPath: Inquiry 01585404 - Be	FROM ADDRESS ucpath@universityofcalifornia edu ucpath@universityofcalifornia edu	TO ADDRESS ucpath@universityofcalifornia edu ucpath@universityofcalifornia edu	MESSAGE DATE 5/1/2023 12:59 PM 5/1/2023 12:43 PM	
Emails (2) SUBJECT UCPath: Inquiry 01585404 - Be UCPath: Inquiry 01585404 - Be	FROM ADDRE \$ \$ ucpath@universityofcalifornia.edu ucpath@universityofcalifornia.edu	TO ADDRESS ucpath@universityofcalifornia.edu ucpath@universityofcalifornia.edu	ME SSAGE DATE 5/1/2023 12-59 PM 5/1/2023 12-43 PM	View All

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



CASE DETAILS FEED		Attachments (1) Upload Files
✓ Case Information		PersonEnrollmentSu May 1, 2023 • 21KB •
Topic 🕐 Benefits	Date/Time Opened 5/1/2023, 12:43 PM	View All
Category 0 Submit Form - Life Event	Submitter Name	Related Cases (0)
Subject 0 eForm submitted for life event - gaining coverage	Case Origin Portal	
Description Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case	Status Review Requested	Appointment Details (0)
Parent Case	Reopen Reason 1 Additional question(s)	
Service Target Date To Close Emailed 5/8/2023, 5:00 PM	Reopen Reason 2	
Reopen Case Counter 1	Reopen Reason 3	
✓ Case Resolution		
Resolution Comments	Date/Time Closed	

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

CASE DETAILS FEED			Attachments (1)	Upload Files
✓ Case Information			PersonEnrollmentSu May 1, 2023 • 21KB •	
Tul: 0	Delo Tracco de			View All
Benefits	5/1/2023, 12:43 PM			
Category 0 Submit Form - Life Event	Submitter Name		Related Cases (0)	
Subject 0 eForm submitted for life event - gaining coverage	Case Origin Portal			
Description Hi I submitted an eForm and didn't attach proof of qaining coverage. I have attached it to this case	Status Review Requested	ø	Appointment Details (0)	
Parent Case	Reopen Reason 1 Additional question(s)			
Service Target Date To Close Emailed 5/8/2023, 5:00 PM	Reopen Reason 2			
Reopen Case Counter 1	Reopen Reason 3			
✓ Case Resolution				
Resolution Comments	Date/Time Closed			
Found the answer to my question	1/25/2024 9:57 AM			

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



	Home	e <u>My Inquiries</u> Subr	nit An Inquiry Other Resources 🗸	More 🗸	
Ay Open Inquiries My Closed Inc	quiries				
IY OPEN INQUIRIES					
ate/Time Opened	Case Number	Topic	Subject		
/14/2024, 10:32 AM	02023021	Payroll	how do I update my	y direct deposit	
/29/2023, 11:29 AM	01910832	Benefits	Need help with ben	efits	
/1/2023, 12:43 PM	01585404	Benefits	eForm submitted fo	r life event - gaining coverage	
		Submit An Inquiry			
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Step	Action
23.	The reopened inquiry will appear in the My Open Inquiries list.

	Home	e <u>My Inquiries</u> Su	bmit An Inquiry	Other Resources 🗸	More 🗸	۹
My Open Inquiries My Closed Inquirie	es					
MY OPEN INQUIRIES						
Date/Time Opened	Case Number	Торіс		Subject		
2/14/2024, 10:32 AM	02023021	Payroll		how do I update my dire	ct deposit	
11/29/2023, 11:29 AM	01910832	Benefits		Need help with benefits		
5/1/2023, 12:43 PM	01585404	Benefits		eForm submitted for life	event - gaining coverage	
		Submit An Inquiry				
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						100% •

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