

Closing and Re-opening Cases

Last Modified on 05/25/2023 10:13 am CDT

Closing Cases | Re-Opening Closed Cases

Closing Cases

If a case is complete or no longer requires a response from Campus, click the **Close This Case** button when viewing a particular case's details.

Infinite Campus	Home	Cases 🗸	Update Requests	Support 🗸	Training 🗸	Hosti
Case 1472478 Priority Medium	Status Pending Customer Input	Assigned To Aric Toboleski	La 1/	ast Modified /19/2024, 3:38 PM	Close This Case 🗙	

When closing a case, a dialog box will display. Here, you may enter a reason for closing the case and click **Submit**. The case status will be updated to **Closed** and the Resolution field on the Case Details will be updated with the information entered into the Close this Case dialog box.

		K				
	Close This Case					
nis rec	You have chosen to close this case. If you'd like please enter additional information below. Click submit to close the case. Click cancel to close this dialog box. (your case will remain open)					
	I found the answer in Campus Community!					
	× Cancel Submit					
	Closing a Case					

Re-Opening Closed Cases

If a closed case requires further assistance from Campus, re-open the case using the **Re-Open Case** button on the case details screen.

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	Case				Re-Open Case		
	Priority Medium	Status Closed	Assigned To Support	Last Modified 12/18/2018 - 2:37 PM CST			
				Re-Open Case			

Re-opening the case will set the case status to **Re-Opened** and will notify Campus.

Case				Close This Case \times
Priority Medium	Status Re-Opened	Assigned To Support	Last Modified 12/18/2018 - 2:44 PM CST	
		Viewin	ng a Re-opened Case	

Cases that have been closed for 60 days or longer cannot be re-opened. A **New Case** button is available at the top of the screen. Clicking this will redirect you to the home screen where a new case can be started.

Infinite (Camp	Home	Cases 🗸	Update Requests	Support 🗸	Training 🗸	Hos
	Case 1418165				→ New Case	÷
Priority Low	Status Closed	Assigned To Bethany Chan	Las 12/	st Modified 12/2023, 8:01 AM		