

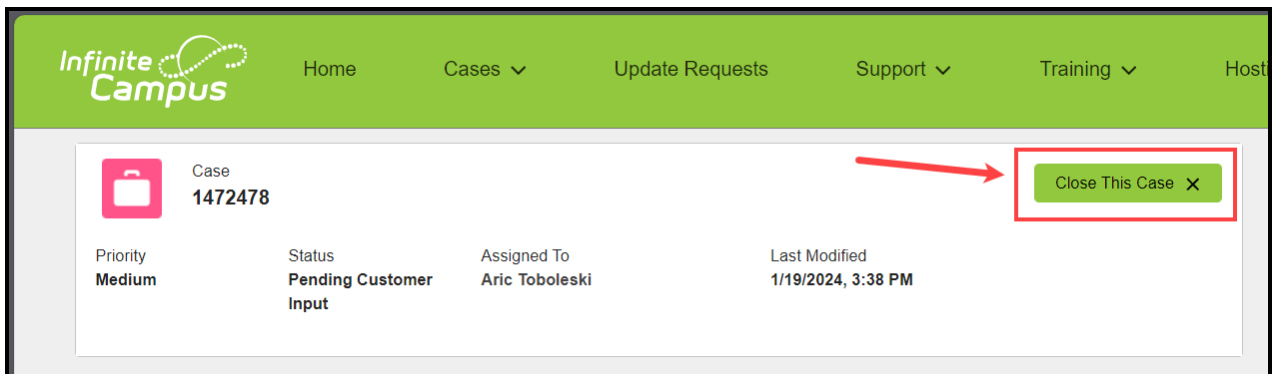
# Closing and Re-opening Cases

Last Modified on 03/15/2024 1:08 pm CDT

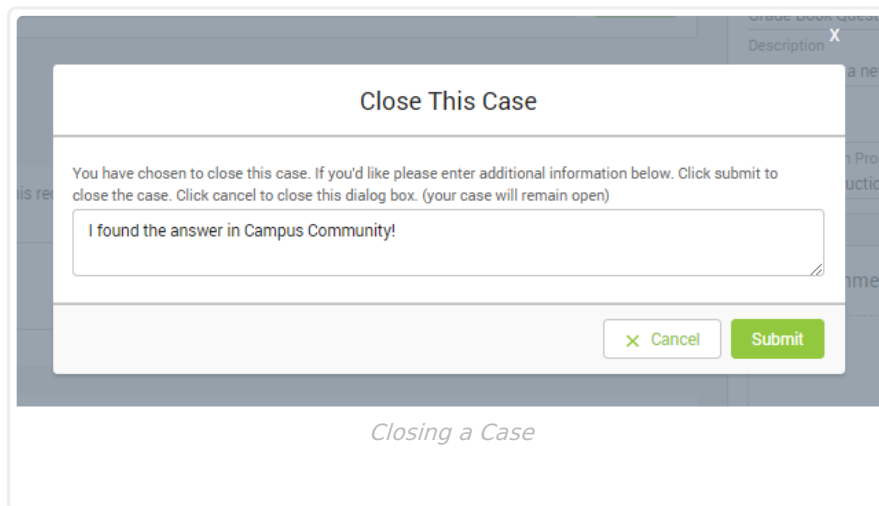
[Closing Cases](#) | [Re-Opening Closed Cases](#)

## 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.




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.

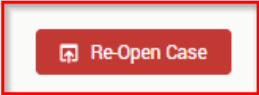


## Re-Opening Closed Cases

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




Case




Priority	Status	Assigned To	Last Modified
Medium	Closed	Support	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



Priority	Status	Assigned To	Last Modified
Medium	Re-Opened	Support	12/18/2018 - 2:44 PM CST

Viewing 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.



Home


Cases ▾

Update Requests

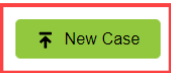
Support ▾

Training ▾

Hos



Case



1418165			
Priority	Status	Assigned To	Last Modified
Low	Closed	Bethany Chan	12/12/2023, 8:01 AM