Closing and Re-opening Cases
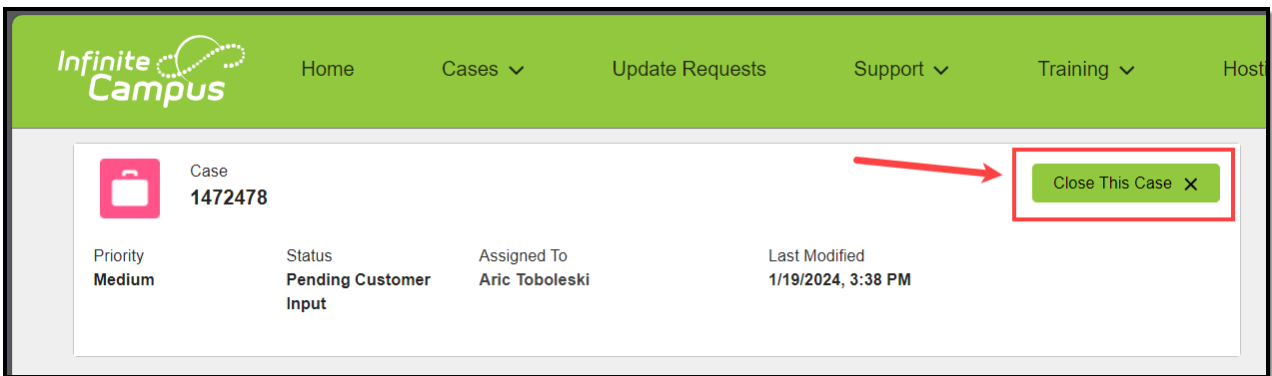
Last Modified on 05/25/2023 10:13 am CDT
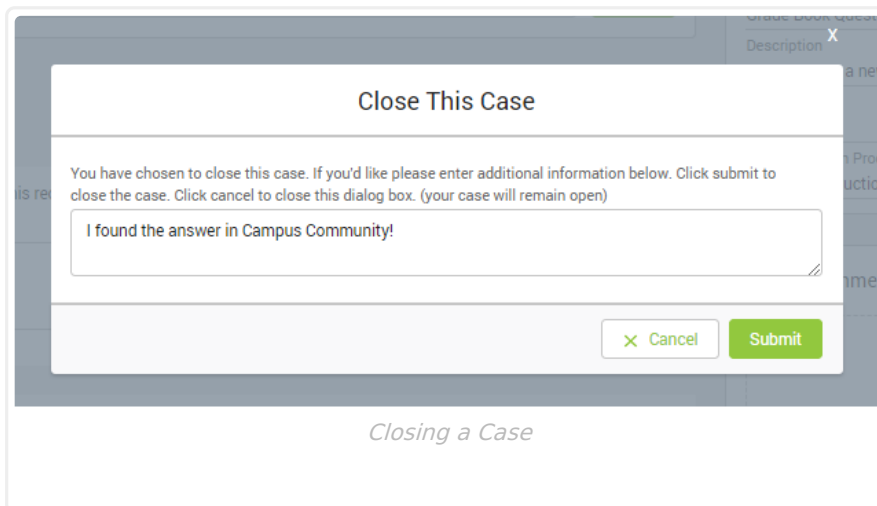
Closing Cases | Re-Opening Closed Cases

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.

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.

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.

Re-Open Case

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

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.