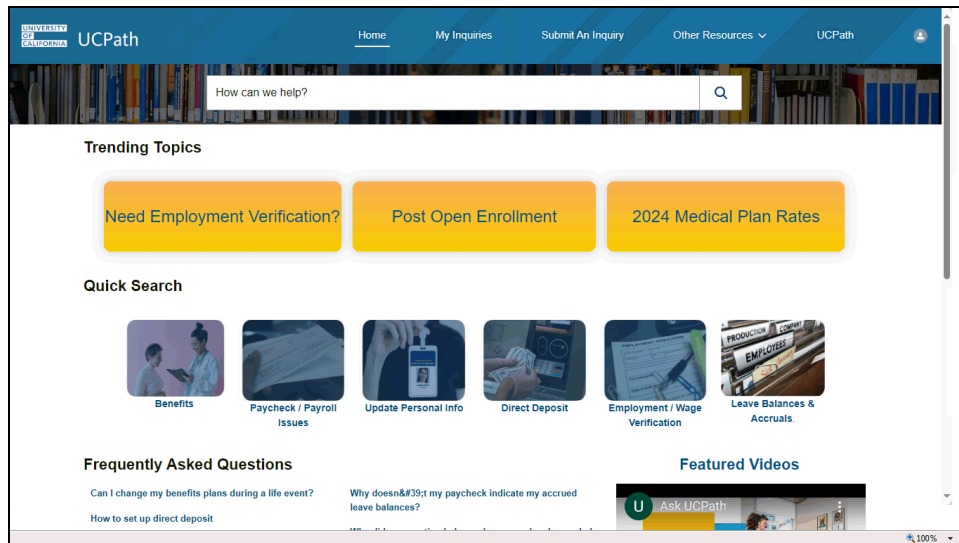


Use this task to reopen a closed UCPath inquiry.

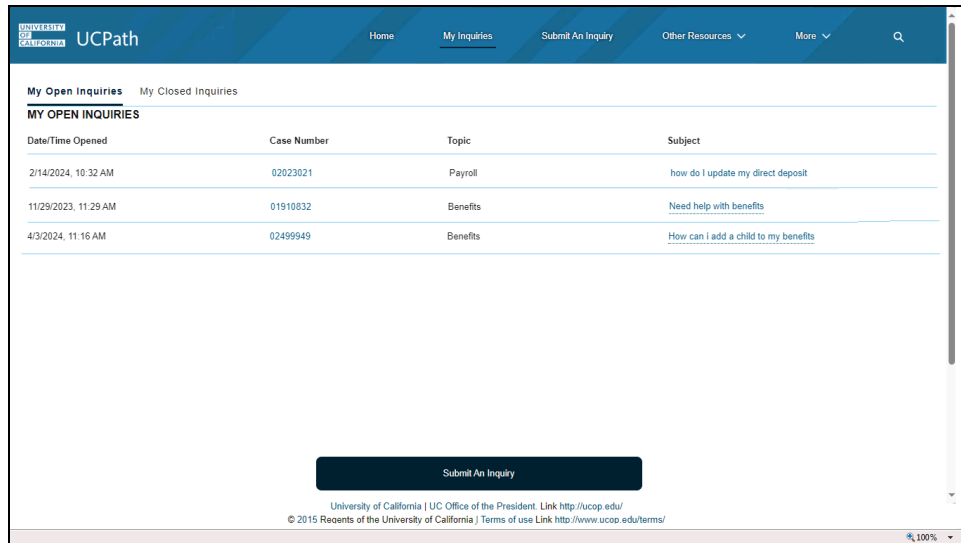
A case can be reopened up to three times within a period of 12 months (365 days) from the original closure date.

**Dashboard Navigation:****Ask UCPath***or***Menu Navigation:****Help / FAQ > Ask UCPath**

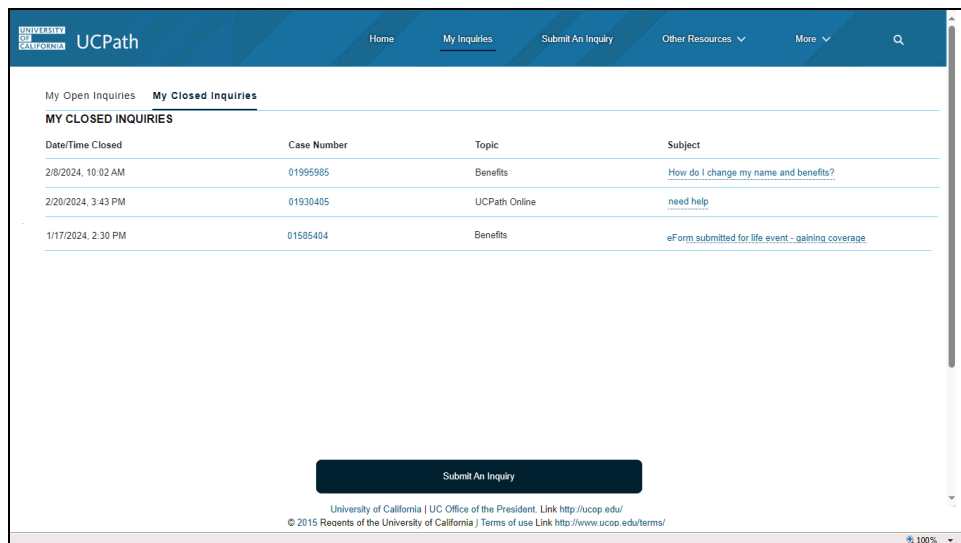
**Note:** This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



Step	Action
1.	<p>For this example, you have an additional question about a closed inquiry.</p> <p>Click the <b>My Inquiries</b> link.</p> <p><b>My Inquiries</b></p>



Step	Action
2.	Click the <b>My Closed Inquiries</b> link.  <b>My Closed Inquiries</b>



Step	Action
3.	Use the <b>My Closed Inquiries</b> page to review the list of your closed cases that are eligible to be reopened.  <b>Note:</b> Inquiries can be reopened up to three times within a period of 12 months (365 days) from the original closure date.

Date/Time Closed	Case Number	Topic	Subject
2/8/2024, 10:02 AM	01995985	Benefits	How do I change my name and benefits?
2/29/2024, 3:43 PM	01930405	UCPath Online	need help
1/17/2024, 2:30 PM	01585404	Benefits	eForm submitted for life event - gaining coverage

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Step	Action
4.	Case 01585404 was closed on 1/17/2024 at 2:30 PM.  Click the <b>01585404</b> link.  <b>01585404</b>

How can we help?

Click Here To Request A Callback Appointment

Case 01585404

+ Follow

Status	Business Unit	Topic	Reopen Reason	Submitter	Date/Time Opened
Closed/Resolved	UC Office of President	Benefits	None	UCPath	5/1/2023, 12:43 PM

The case is presently closed. If your issue remains unresolved, it may be reopened.  
Our aim is to fully resolve your concerns. If you believe that the provided resolution is inaccurate or incomplete, we welcome the opportunity to examine any information we might have overlooked. Please select your reopen reason and share additional details in the comments.

Reopen Reason

--None--

Reopen Case

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

UCPath

Home My Inquiries Submit An Inquiry Other Resources UCPath

Click Here To Request A Callback Appointment

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 presently closed. If your issue remains unresolved, it may be reopened.**  
Our aim is to fully resolve your concerns. If you believe that the provided resolution is inaccurate or incomplete, we welcome the opportunity to examine any information we might have overlooked. Please select your reopen reason and share additional details in the comments.

Reopen Reason

--None--

✓ --None--

Additional question(s)

Incorrect information provided

New information received

Not resolved to satisfaction

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

UCPath

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Click Here To Request A Callback Appointment

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 presently closed. If your issue remains unresolved, it may be reopened.**  
Our aim is to fully resolve your concerns. If you believe that the provided resolution is inaccurate or incomplete, we welcome the opportunity to examine any information we might have overlooked. Please select your reopen reason and share additional details in the comments.

Reopen Reason

Additional question(s)

Reopen Comments

Attach File

Upload Files Or drop files

Reopen Case

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

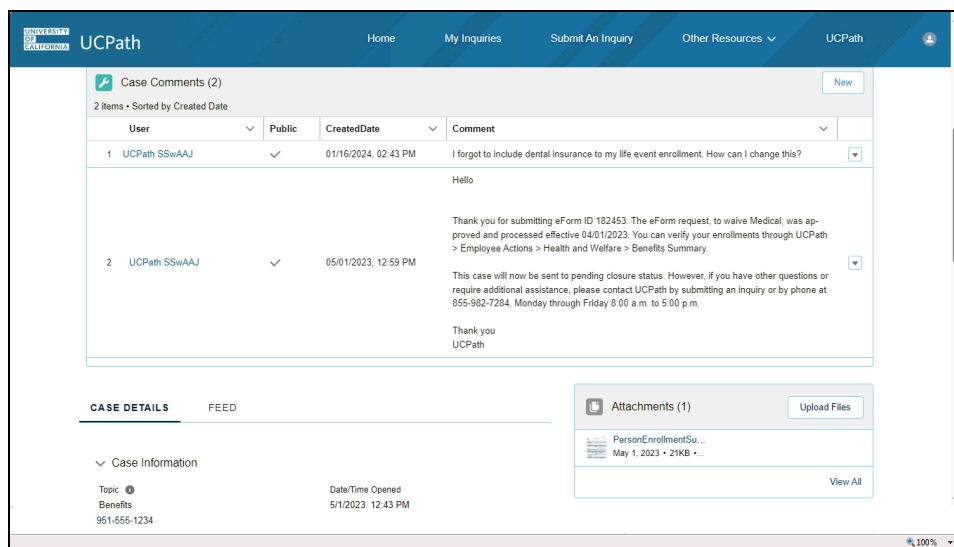
Step	Action
9.	Enter the desired information into the <b>Comment</b> field. For this example, enter <b>How do I.</b>

The screenshot shows the UCPath interface for Case 01585404. The case status is 'Closed/Resolved'. The 'Reopen Reason' dropdown is set to 'Additional question(s)'. The 'Reopen Comments' field contains the text 'I forgot to include dental insurance on my life event enrollment. How can I change this?'. There are buttons for 'Upload Files', 'Or drop files', and 'Reopen Case'.

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

The screenshot shows the UCPath interface for Case 01585404, now in the 'Close Case' state. The 'Case Closure Reason' dropdown is set to '--None--'. There is a 'Close Case' button. Below the form, there is a section for 'Attachments (1)' with an 'Upload Files' button.

Step	Action
11.	The reason you reopened the case appears in the <b>Reopen Reason</b> field in the header.  <b>Note:</b> Reopened cases will retain the same case number.
12.	Scroll down to the <b>Case Comment</b> section.  Click the scroll bar.



Step	Action
13.	The reopened comment will appear in the <b>Case Comments</b> section, along with all previous case comments.
14.	Scroll down to the <b>Case Details</b> section.  Click the scroll bar.

The screenshot displays the UCPath interface for viewing case details. The top navigation bar includes links for Home, My Inquiries, Submit An Inquiry, Other Resources, and UCPath. The main content area is titled 'CASE DETAILS' and features a 'FEED' tab. Under 'Case Information', fields include Topic (Benefits), Date/Time Opened (5/1/2023, 12:43 PM), Category (Submit Form - Life Event), Submitter Name, Subject (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), 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), and Reopen Reason 3. The 'Case Resolution' section shows Resolution Comments and Date/Time Closed. On the right, there are sections for Attachments (1), Related Cases (0), and Appointment Details (0).

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

This screenshot is identical to the one above, showing the UCPath Case Details page. It highlights the 'Case Information' section where the 'Status' is 'Review Requested' and the 'Reopen Reason 1' is 'Additional question(s)'. The 'Reopen Case Counter' is shown as '1'.

Step	Action
16.	You can also view the <b>Reopen Case Counter</b> , indicating the number of times the case has been reopened.  <b>Note:</b> The <b>Reopen Case Counter</b> may not exceed three (3).

The screenshot shows the UCPath 'CASE DETAILS' page. The 'Case Information' section includes fields for Topic (Benefits), Category (Submit Form - Life Event), Subject (eForm submitted for life event - gaining coverage), Description (Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case), Parent Case, Service Target Date To Close Emailed (5/8/2023, 5:00 PM), Reopen Case Counter (1), Date/Time Opened (5/1/2023, 12:43 PM), Submitter Name, Case Origin (Portal), Status (Review Requested), Reopen Reason 1, Additional question(s), Reopen Reason 2, and Reopen Reason 3. The 'Case Resolution' section shows Resolution Comments (Found the answer to my question.) and Date/Time Closed (1/25/2024, 9:57 AM). On the right, there are sections for Attachments (1), Related Cases (0), and Appointment Details (0).

Step	Action
17.	Under <b>Case Resolution</b> , you can view the <b>Resolution Comments</b> and the <b>Date/Time Closed</b> .
18.	Scroll down to the <b>Emails</b> section.  Click the scroll bar.

The screenshot shows the UCPath 'Additional Information' page. The 'Emails' section is expanded, showing a table of email messages. The table has columns for SUBJECT, FROM ADDRESS, TO ADDRESS, and MESSAGE DATE. There are two email messages listed. Below the table, there is a 'View All' link. At the bottom of the page, there is a footer with the text 'University of California | UC Office of the President. © 2015 Regents of the University of California | Terms of use'.

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



The screenshot shows the UCPath 'CASE DETAILS' page for a closed inquiry. The 'Case Information' section includes fields for Topic (Benefits), Category (Submit Form - Life Event), Subject (eForm submitted for life event - gaining coverage), Description (Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case), Parent Case, Service Target Date To Close Emailed (5/8/2023, 5:00 PM), Reopen Case Counter (1), Date/Time Opened (5/1/2023, 12:43 PM), Submitter Name, Case Origin (Portal), Status (Review Requested), Reopen Reason 1 (Additional question(s)), Reopen Reason 2, and Reopen Reason 3. The 'Case Resolution' section shows Resolution Comments (Found the answer to my question) and Date/Time Closed. On the right, there is an 'Attachments (1)' section with a file named 'PersonEnrollmentSu...' and a 'Related Cases (0)' section.

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

The screenshot shows the UCPath 'CASE DETAILS' page for an open inquiry. The 'Case Information' section includes fields for Topic (Benefits), Category (Submit Form - Life Event), Subject (eForm submitted for life event - gaining coverage), Description (Hi I submitted an eForm and didn't attach proof of gaining coverage. I have attached it to this case), Parent Case, Service Target Date To Close Emailed (5/8/2023, 5:00 PM), Reopen Case Counter (1), Date/Time Opened (5/1/2023, 12:43 PM), Submitter Name, Case Origin (Portal), Status (Review Requested), Reopen Reason 1 (Additional question(s)), Reopen Reason 2, and Reopen Reason 3. The 'Case Resolution' section shows Resolution Comments (Found the answer to my question) and Date/Time Closed (1/25/2024, 9:57 AM). On the right, there is an 'Attachments (1)' section with a file named 'PersonEnrollmentSu...' and a 'Related Cases (0)' section.

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

UCPath

Home My Inquiries Submit An Inquiry Other Resources More

My Open Inquiries My Closed Inquiries

**MY OPEN INQUIRIES**

Date/Time Opened	Case Number	Topic	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
5/1/2023, 12:43 PM	01585404	Benefits	eForm submitted for life event - gaining coverage

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Step	Action
23.	The reopened inquiry will appear in the <b>My Open Inquiries</b> list.

UCPath

Home My Inquiries Submit An Inquiry Other Resources More

My Open Inquiries My Closed Inquiries

**MY OPEN INQUIRIES**

Date/Time Opened	Case Number	Topic	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
5/1/2023, 12:43 PM	01585404	Benefits	eForm submitted for life event - gaining coverage

Submit An Inquiry

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Step	Action
24.	You have reopened a closed inquiry. <b>End of Procedure.</b>