Use this task to reopen a closed UCPath inquiry.
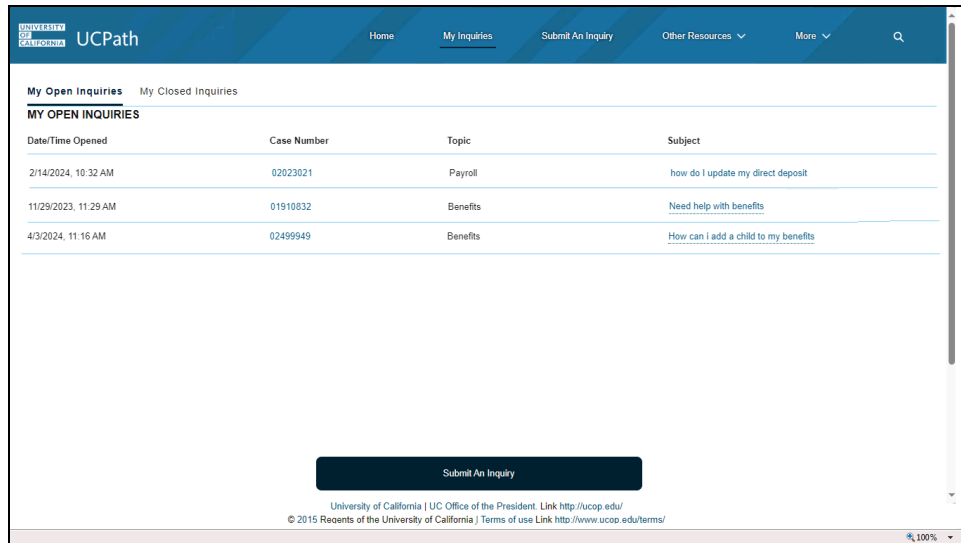
A case can be reopened up to three times within a period of 12 months (365 days) from the original closure date.

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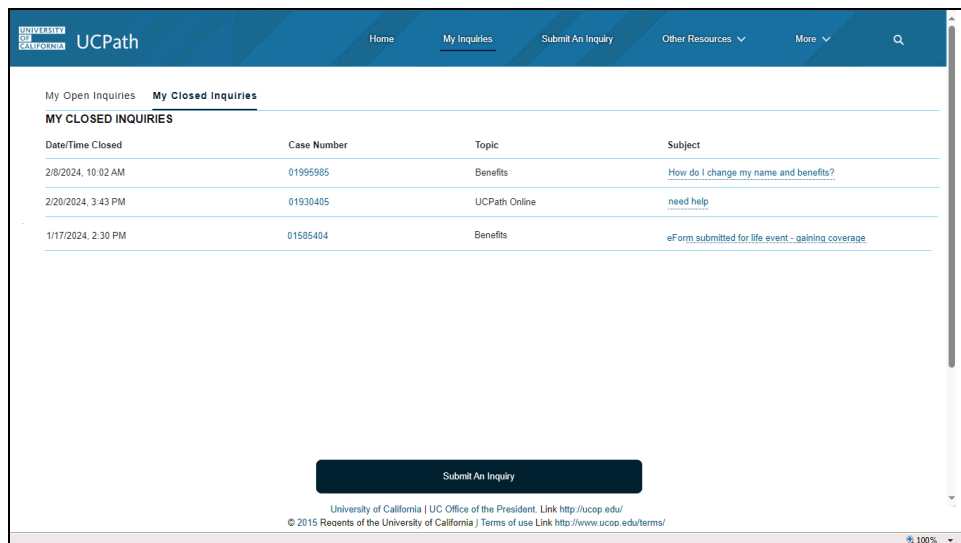**Menu Navigation:**
Help / FAQ > **Ask UCPath**

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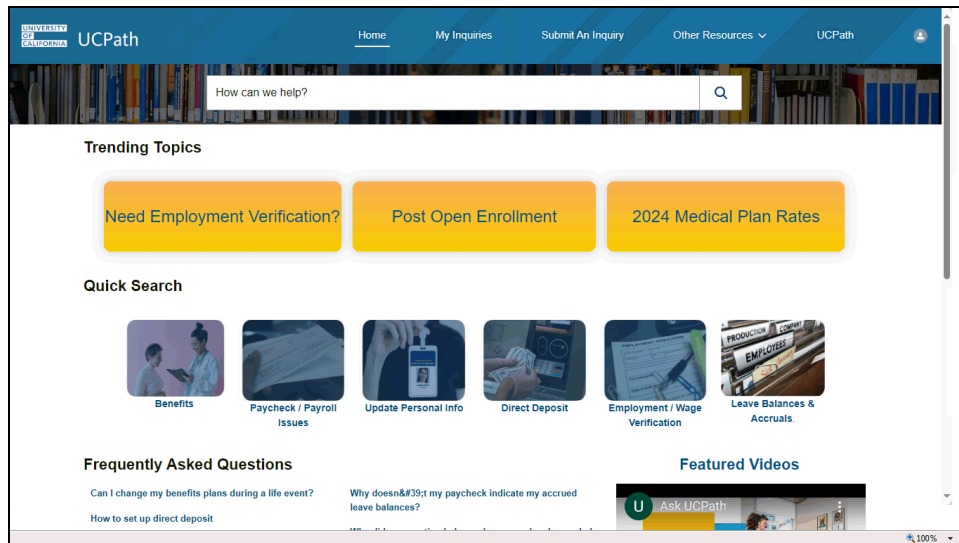
Step	Action
1.	For this example, you have an additional question about a closed inquiry. Click the **My Inquiries** link.

Step	Action
2.	Click the **My Closed Inquiries** link.

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.

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

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

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

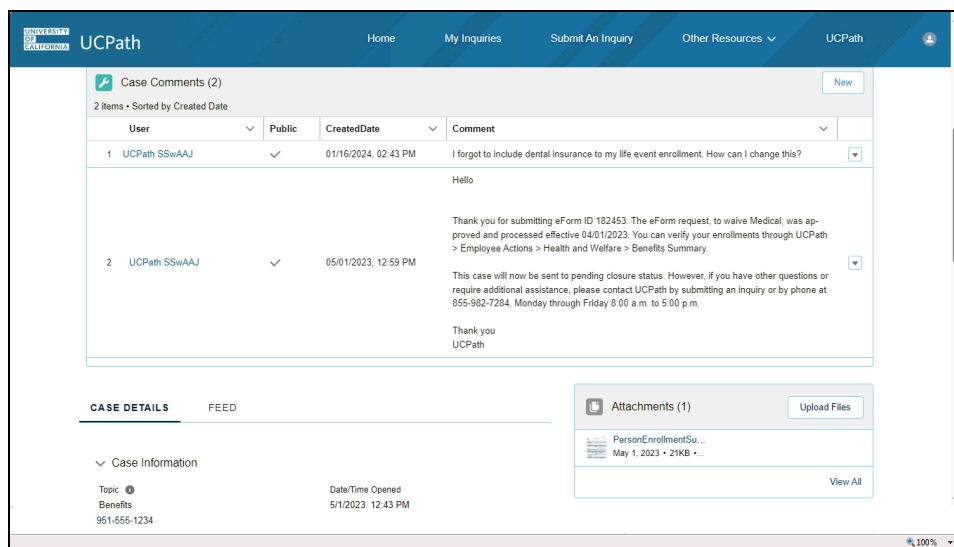| Step	Action
7.	Click on the undo button to select a new **Reopen Reason**.
8.	Enter **Reopen Comments** detailing why you are reopening your case. Click in the **Reopen Comments** field.

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

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.

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.

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

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).

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.

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

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

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

Step	Action
23.	The reopened inquiry will appear in the **My Open Inquiries** list.

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