

Use this task to reopen a closed inquiry with UCPath Center.

A case can be reopened only once and only within five days of closure.

Dashboard Navigation:

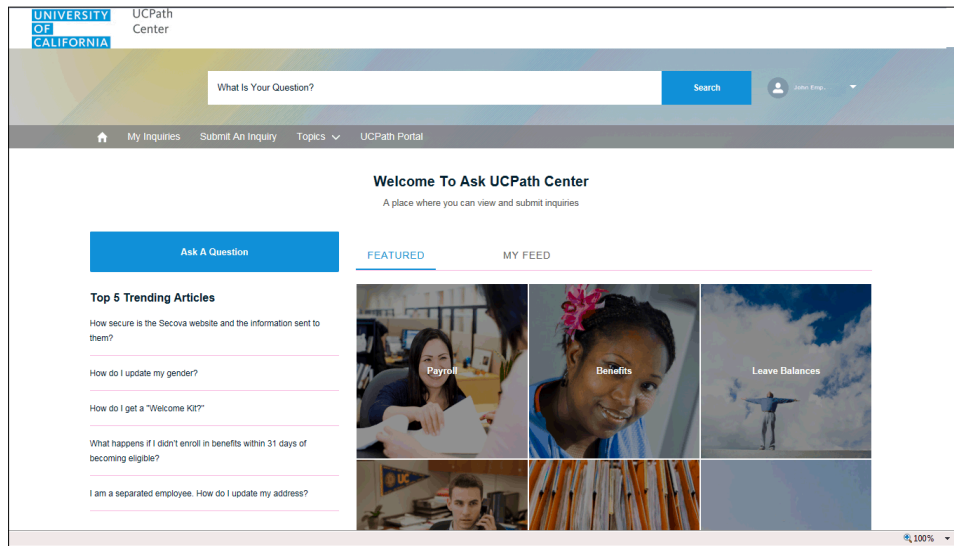
Ask UCPath Center

or

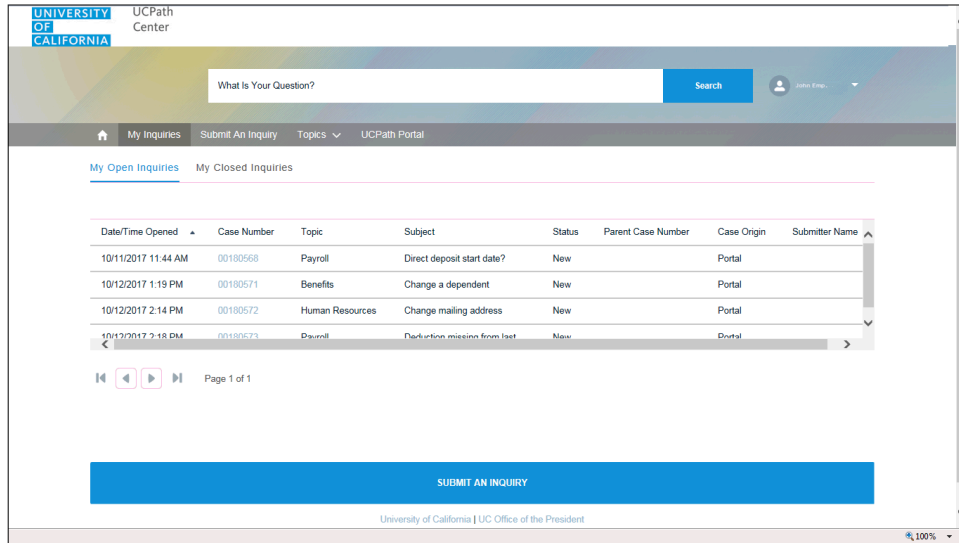
Menu Navigation:

Help / FAQ > **Ask UCPath Center**

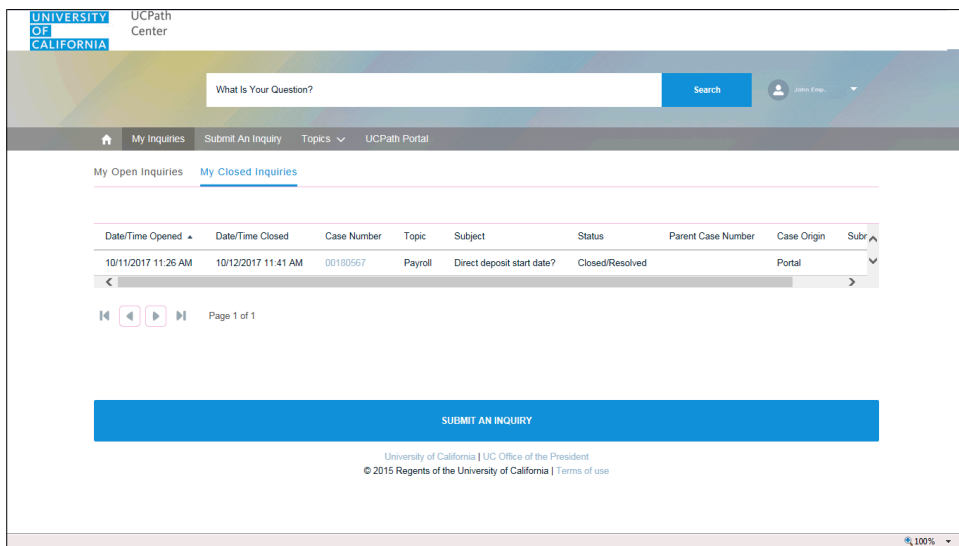
Note: This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



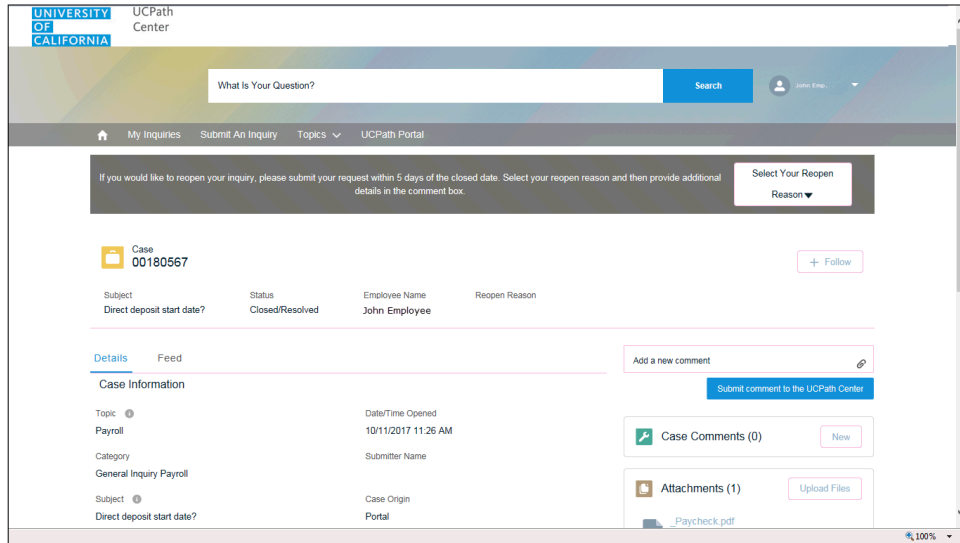
Step	Action
1.	In this example, you have an additional question about a closed inquiry. Click the My Inquiries link.



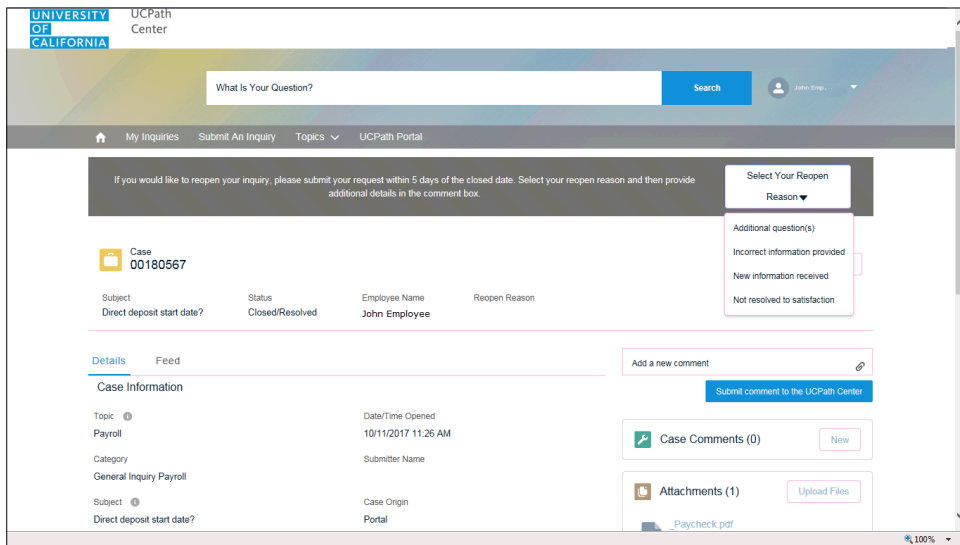
Step	Action
2.	Click the My Closed Inquiries link. My Closed Inquiries

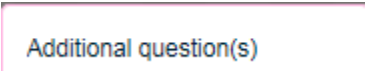


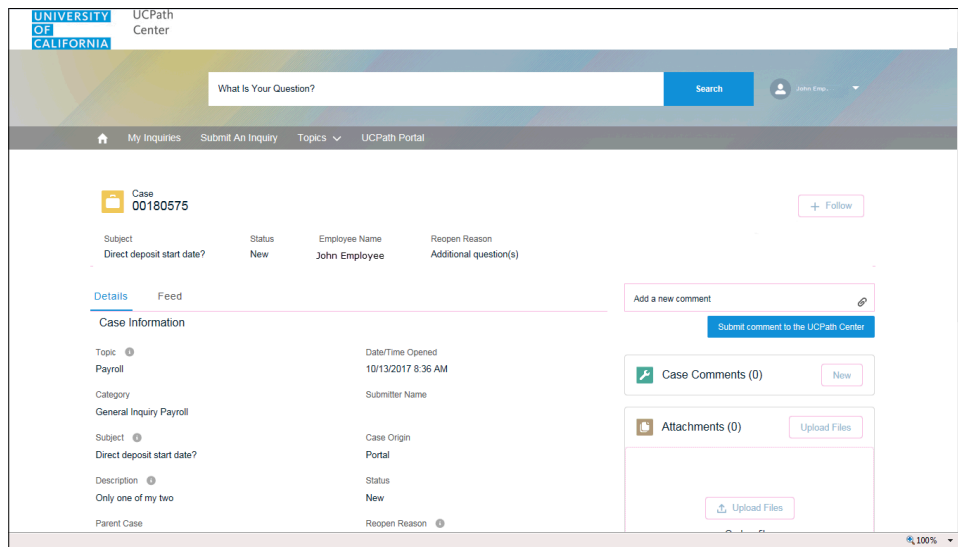
Step	Action
3.	Case 00180567 was closed on 10/12/2017 at 11:41 AM. Click the 00180567 link.



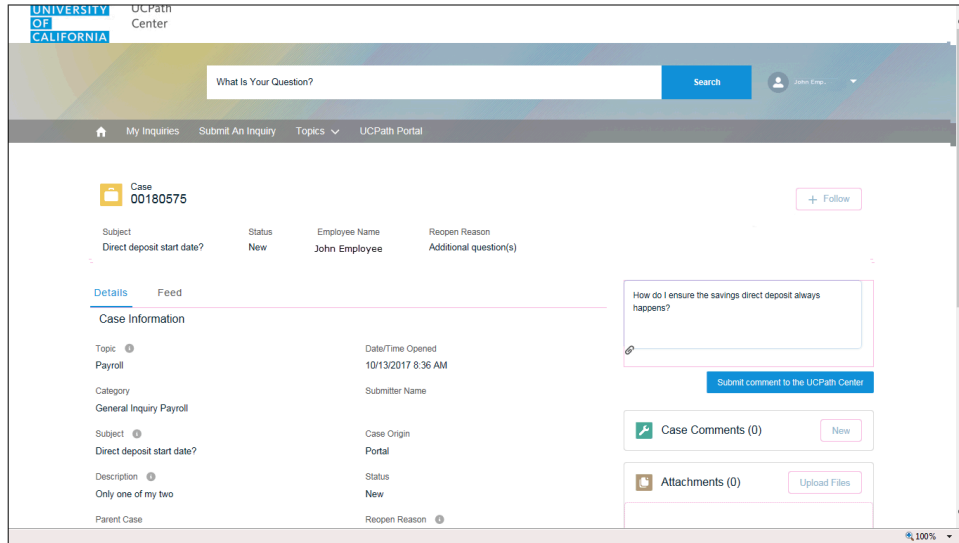
Step	Action
4.	<p>If the inquiry can be reopened, a banner appears at the top of the page.</p> <p>Click the Select Your Reopen Ready button.</p>



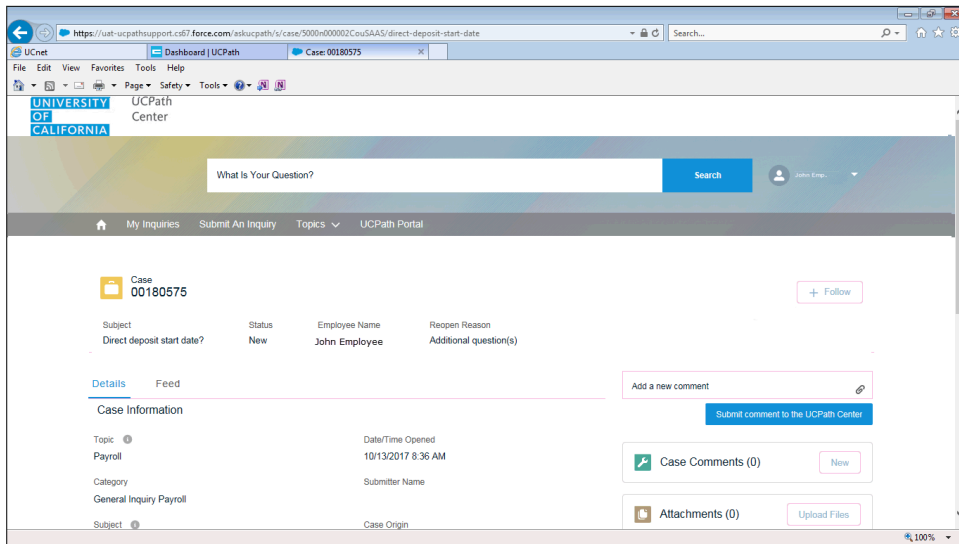
Step	Action
5.	<p>Choose the reason associated with your inquiry. In this example, you have an additional question about your original direct deposit inquiry.</p> <p>Click the Additional question(s) list item.</p> 




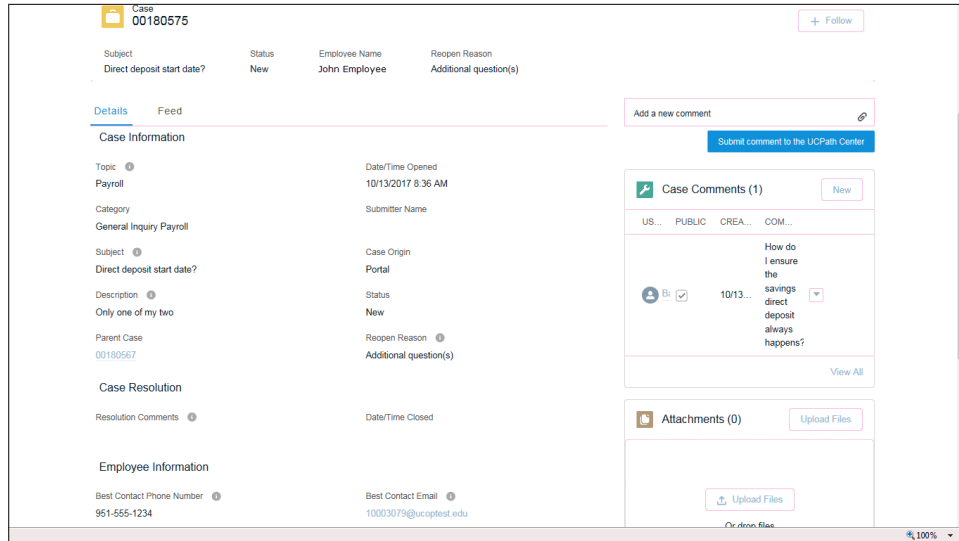
Step	Action
6.	<p>Reopened cases receive a new case number. In this example, the original case number ended in 567, the new case number ends in 575.</p> <p>The reason you reopened the case appears in the Reopen Reason field to the right of the Employee Name in the header. You can now add comments to the new case.</p> <p>Note: If you add comments before picking the reason, you are entering comments on the closed case, not the new case.</p>
7.	<p>Comments should be added to explain why the case needs to be reopened.</p> <p>Click in the Add a new comment field.</p>
8.	<p>Enter the desired information into the Add a new comment field.</p>



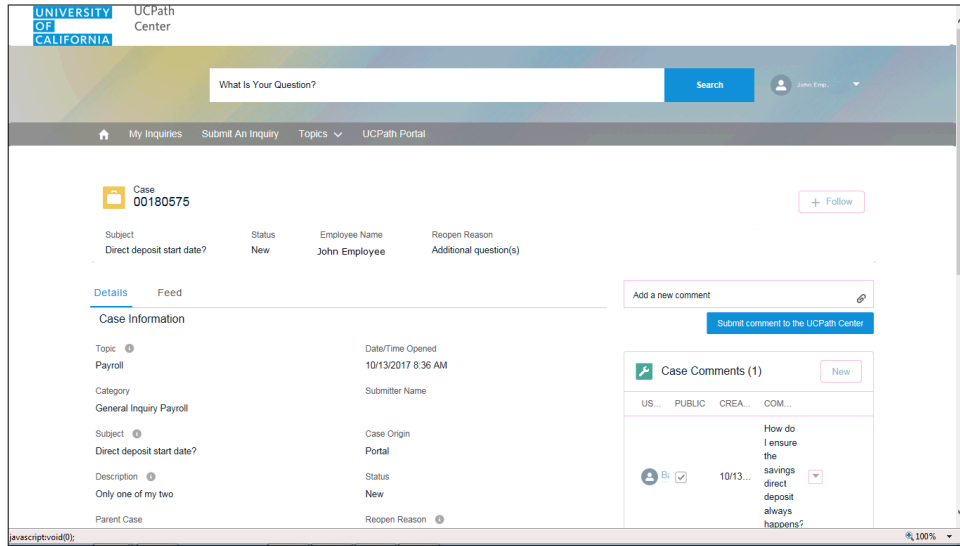
Step	Action
9.	<p>In this example, the Add a new comment field was completed on your behalf.</p> <p>You can add an attachment with the comment by clicking the attachment icon (paperclip).</p> <p>Click the Submit comment to the UCPath Center button.</p> <div data-bbox="391 1052 862 1115" style="background-color: #0070C0; color: white; padding: 5px; text-align: center; margin-top: 10px;"> <p>Submit comment to the UCPath Center</p> </div>



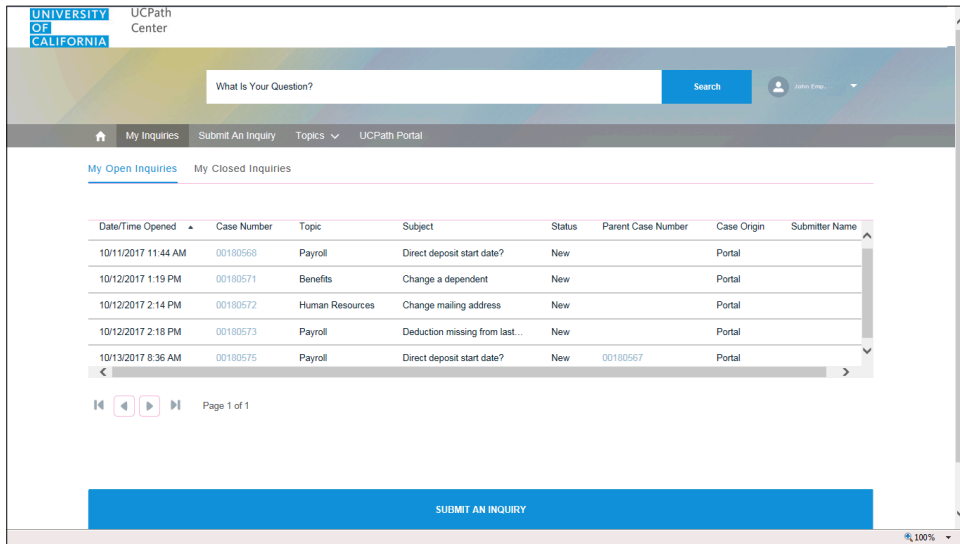
Step	Action
10.	<p>Comments do not appear in the Case Comments section unless you refresh the page.</p> <p>Click the Refresh button.</p> 
11.	Click the scroll bar.



Step	Action
12.	Notice the comment now appears in the Case Comments section.
13.	The Parent Case , which is the closed case, appears in the details of the new case along with the Reopen Reason .
14.	<p>Return to the top of the page.</p> <p>Click the scroll bar.</p>



Step	Action
15.	Click the My Inquiries link. <div style="border: 1px solid black; padding: 5px; display: inline-block; margin-top: 5px;">My Inquiries</div>



Step	Action
16.	The new inquiry appears in the My Open Inquires list.
17.	You have reopened a closed inquiry. End of Procedure.