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How long does a User have to re-open a Resolved ticket?

[CRM](#) - [تعليقات \(.\)](#) - Karsten Lloyd - 2023-08-24

The amount of time that users have to re-open a resolved ticket can be set within the Usergroup permissions. If you would like to change this, follow the steps below

1. Go to **Admin > CRM > Usergroups > Permissions**

Title	Type	Description	Count	ID
221B Solar Trial		Access to solar trial	6	9
Contractors		Contractors	2	11
Everyone	Built-in	Every user including both guests and regist...	0	1
Internal Users		Internal	7	10
Registered	Built-in	All registered people in the system	0	10
Support		Support	0	17

2. This will show a table of usergroups, the default group for users signed up on the Help Center is **Registered**. Click the edit icon next to the usergroup you would like to change the time limit for

3. You can change the limit under the **Permissions** tab, choose from a variety of options all the way from **One Day to Forever**, and apply different limits to each Usergroup

id: 2

Edit: Registered

Information **Permissions** Departments

Ticket Chat Help Center

Ticket Permissions Toggle All

Can use tickets

Can re-open resolved tickets

User can re-open resolved tickets after resolution, for up to **1 year**

When email reply received after time limit Create a new

- 1 day
- 1 year** ✓
- 14 days
- 3 days
- 3 months
- 3 years
- 30 days

Once this limit has been set, it will come into effect and either allow the Users to re-open the ticket (if it .4 .(is within the time frame) **or** remove the ability to re-open the ticket (if too much time has passed

Note

This will also prevent users from emailing in to re-open the ticket, and they will be sent a rejection email .to inform them that the ticket has been rejected if this email was sent outside of the set time limit