



[Using Deskpro](#) > [Admin](#) > [CRM](#) > [How long does a User have to re-open a Resolved ticket](#) < [قاعدة المعلومات](#)

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

[CRM](#) - [تعليقات \(0\)](#) - 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

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

You can change the limit under the **Permissions** tab, choose from a variety of options all the way from **.3 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	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