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

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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**.

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.

Edit: Registered   id: 2

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 n...

    1 day

    1
    year   ✓

    14 days

    3 days

    3
    months

    3 years

    30 days

4. Once this limit has been set, it will come into effect and either allow the Users to re-open the ticket (if it 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.