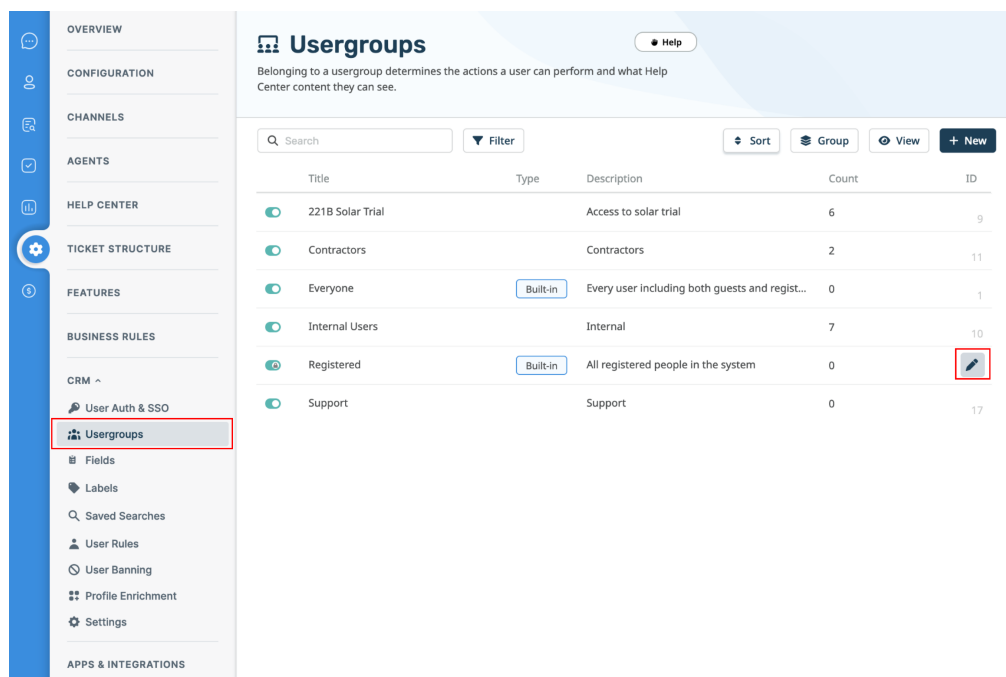


## How long does a User have to re-open a Resolved ticket?

Karsten Lloyd - 2023-08-24 - Comments (0) - CRM

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**.



**Usergroups**

Belonging to a usergroup determines the actions a user can perform and what Help Center content they can see.

Search Filter Sort Group View New

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	17
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.

