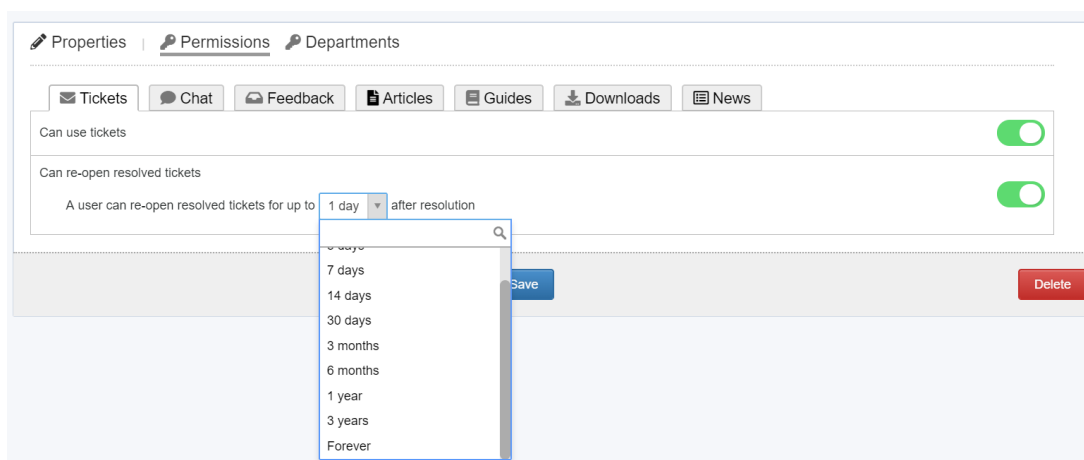


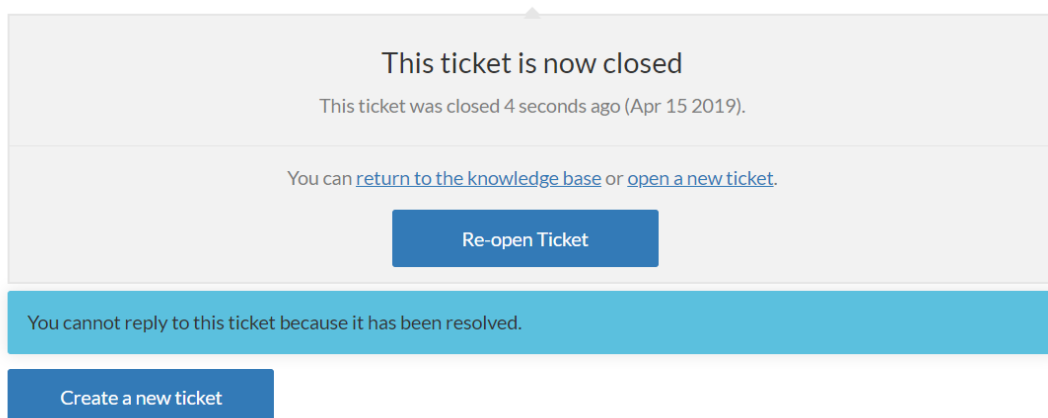
## How long can User open a Resolved ticket

Emily Booth - 2019-04-25 - Comments (0) - Using Deskpro

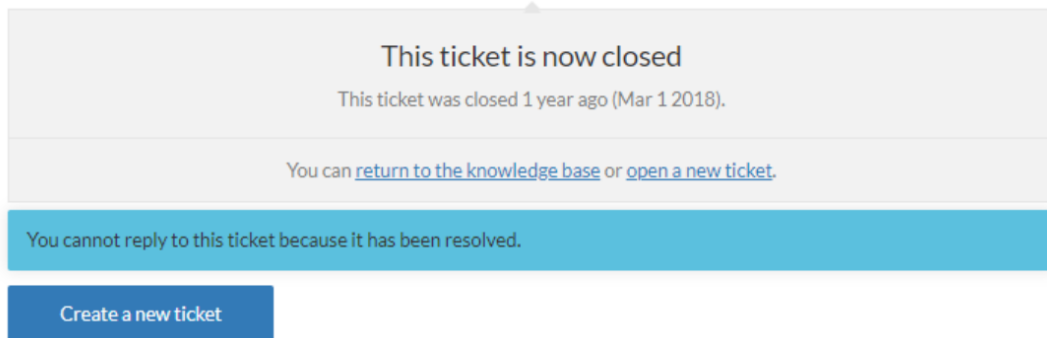
The amount of time that users have to re-open a resolved ticket can be set within the User Group permissions. In order to choose this Time Limit, head to Admin > CRM > User Groups > Permissions, and you can choose from a variety of limits all the way from One Day to Forever, and apply different limits to each User Group:



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:



The screenshot shows a notification for a closed ticket. It consists of three main sections: a grey header, a light grey body, and a blue footer. The header contains the text "This ticket is now closed" in bold. The body contains the text "This ticket was closed 1 year ago (Mar 1 2018)." and a link "You can [return to the knowledge base](#) or [open a new ticket](#)." The footer contains the text "You cannot reply to this ticket because it has been resolved." and a blue button labeled "Create a new ticket".

**This ticket is now closed**

This ticket was closed 1 year ago (Mar 1 2018).

You can [return to the knowledge base](#) or [open a new ticket](#).

You cannot reply to this ticket because it has been resolved.

Create a new ticket

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