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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.
- 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.



4. Once this limit has been set, it will come into effect and either allow the Users to reopen 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.