



[知识库](#) > [Using Deskpro](#) > [Admin](#) > [CRM](#) > [Can I set my helpdesk so that users can't reopen tickets after a certain time period?](#)

Can I set my helpdesk so that users can't reopen tickets after a certain time period?

Nabeel Zahid - 2023-09-13 - [Comments \(0\)](#) - [CRM](#)

Whether or not users can re-open a resolved ticket is controlled by this usergroup permission: in **Admin** > **CRM** > **Usergroups** click a usergroup like **Everyone** or **Registered**.

Edit: Everyone id: 1 ✕

[Information](#) **[Permissions](#)** [Departments](#)

[Ticket](#) [Chat](#) [Help Center](#)

Ticket Permissions Toggle All

| | |
|---|-------------------------------------|
| Can use tickets | <input checked="" type="checkbox"/> |
| Can re-open resolved tickets [↕] | <input checked="" type="checkbox"/> |
| User can re-open resolved tickets after resolution, for up to | 1 day ▼ |
| When email reply received after time limit | Create a new ticket ▼ |

To stop users from re-opening tickets, you can set this permission to **off** for *all* your usergroups.

This means that as soon as a ticket is resolved, users can't re-open it.

If you want Users to be able to reopen Tickets for a specific period of time before they are unable to reopen them you can use the settings within this toggle to specify the period of time, such as 1 week.

You can also set the behavior that will occur if a User attempts to reply after the time limit you set.