

Closing and Re-opening Cases

Last Modified on 10/22/2022 10:46 am CDT

Closing Cases | Re-Opening Closed Cases

Closing Cases

If a case is complete or no longer requires a response from Campus, click the **Close This Case** button when viewing a particular case's details.

Infinite Campus	Home	Cases 🗸	Support 🗸	Training 🗸	Help Resources 🗸
Case 1227958					Close This Case 🗙
Priority Status Medium New	Assigned Impleme		st Modified /13/2021 - 04:28 PM CDT		

When closing a case, a dialog box will display. Here, you may optionally choose to enter a reason for closing the case and click **Submit**. The case status will be updated to **Closed** and the Resolution field on the Case Details will be updated with the information entered into the Close this Case dialog box.

		Orace DOOK Qu	ucon				
		Description X					
	Close This Case						
nis rec	You have chosen to close this case. If you'd like please enter additional information below. Click submit to close the case. Click cancel to close this dialog box. (your case will remain open)						
	I found the answer in Campus Community!						
		1	mer				
	× Cancel	Submit					
	Closing a Case						

Re-Opening Closed Cases

If a closed case requires further assistance from Campus, re-open the case using the **Re-Open Case** button on the case details screen.

Infinit Ca	te mpus				
	Case	0210			Re-Open Case
	Priority Medium	Status Closed	Assigned To Support	Last Modified 12/18/2018 - 2:37 PM CST	
				Re-Open Case	

Re-opening the case will set the case status to **Re-Opened** and will notify Campus.

Case	6530			Close This Case 🗙
Priority Medium	Status Re-Opened	Assigned To Support	Last Modified 12/18/2018 - 2:44 PM CST	
		Viewir	ng a Re-opened Case	

Cases that have been closed for 60 days or longer cannot be re-opened. A **New Case** button is available at the top of the screen. Clicking this will redirect you to the home screen where a new case can be started.

Infinite Can	npus	Home	Cases 🗸	Support 🗸	Training 🗸	Help Resources 🗸
	_{Case} 1211058					(A) New Case
Priority Critical	Status Closed	Assigne		st Modified (09/2020 - 03:28 PM CDT	г	