



## REOPEN A CLOSED CASE

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**Purpose:** To demonstrate the steps required to reopen a case after it has been closed.

## REOPEN A CLOSED CASE

### Task Management—History Tab

A Team Manager can reopen a case that has been closed in their phase. If the case is already open in a different phase, the Team Manager will not be able to reopen the case. To reopen a closed case, follow these steps:

1. From the Left Navigation Menu, select **Task Management**.
2. Select the **History** tab.
3. From the Task ID column, select the **Task ID** of the closed case.

National Background Investigation Services

Search Subject by SSN

Task Management

My Work | My Outstanding Work | My Team's Work | My Organization's Work | My Organization's Outstanding Work | **History**

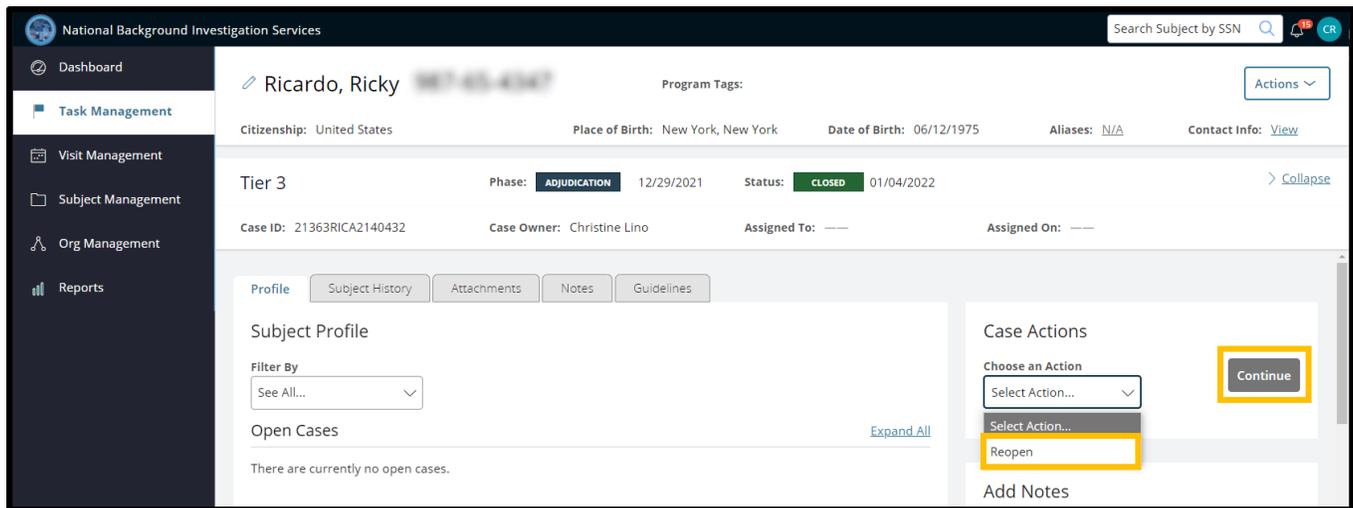
History

Search History

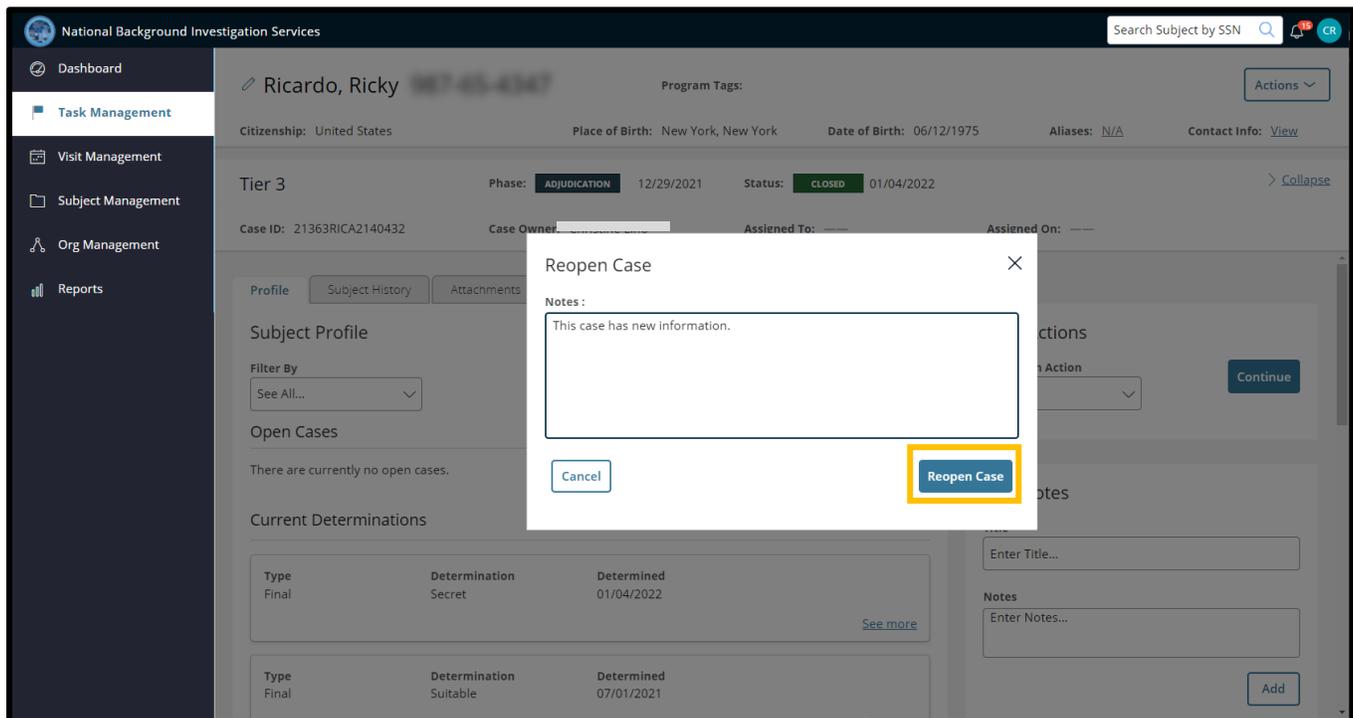
Table Settings | Table View

Task ID	Case Type	Status	Task Age (days)	Days Until Expired	Last Updated	Last Name	Priority
21363RICA2140432	Tier 3	Closed	11	---	1/4/22	Ricardo	---
213348UFF1450162	Incident Report	Pending Consult	40	---	11/30/21	Buffet	---
21005EIGH1505264	Incident Report	Received	11	---	1/5/21	EightySix	---

- On the Case Actions card of the closed case, select the **Choose an Action** drop-down menu, then select **Reopen**.
- Select **Continue**.



- In the Reopen Case pop-up window, enter the reason for reopening the case.
- Select **Reopen Case**. The user will be prompted to reassign the case.



8. Enter the appropriate user and select **Re Assign**. If the user does not wish to reassign the case, select **Close**.

**Note:** Once a case is reopened, it will no longer appear in the History tab.

National Background Investigation Services

Search Subject by SSN

Dashboard

Task Management

Visit Management

Subject Management

Org Management

Reports

Ricardo, Ricky

Program Tags:

Citizenship: United States Place of Birth: New York, New York Date of Birth: 06/12/1975 Aliases: N/A Contact Info: View

Tier 3 Phase: ADJUDICATION 12/29/2021 Status: CLOSED 01/04/2022

Case ID: 21363RICA2140432

Profile Subject History

Subject Profile

Filter By See All...

Open Cases

There are currently no open cases.

Current Determinations

Type	Determination	Determined
Final	Secret	01/04/2022
Final	Suitable	07/01/2021

Reopen Case

The case was successfully reopened.

Select Team

Reassign to User\*

Close Re Assign Reopen Case

9. Finally, the case is displayed in the REOPEN status.

National Background Investigation Services

Search Subject by SSN

Dashboard

Task Management

Visit Management

Subject Management

Org Management

Reports

Ricardo, Ricky

Program Tags:

Citizenship: United States Place of Birth: New York, New York Date of Birth: 06/12/1975 Aliases: N/A Contact Info: View

Tier 3 Phase: ADJUDICATION 01/10/2022 Status: REOPEN 01/10/2022

Case ID: 21363RICA2140432 Case Owner: Christine Lino Assigned To: Assigned On: 01/10/2022

Profile Subject History Attachments Notes Guidelines

Subject Profile

Filter By See All...

Open Cases

Case ID	Phase	Case Type	Start Date
<a href="#">21363RICA2140432</a>	Adjudication	Tier 3	12/29/2021

Current Determinations

Type	Determination	Determined
Final	Secret	01/04/2022

Case Actions

No actions available at this time.

Add Notes

Title Enter Title...

Notes Enter Notes...

Add

