

REOPEN A CLOSED CASE

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

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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.

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		21363RICA2140432		Tier 3	Closed	11		1/4/22		Ricardo	
		21334BUFF1450162		Incident Report	Pending Consult	40		11/30/21		Buffet	
		21005EIGH1505264		Incident Report	Received	11		1/5/21		EightySix	

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

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ሌ	Org Management	Case ID: 21363RICA2140432 Case Owner	r: Christine Lino Assigned T	o: —— Assigned On	:
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- 6. In the Reopen Case pop-up window, enter the reason for reopening the case.
- 7. Select **Reopen Case**. The user will be prompted to reassign the case.

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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 Inv	estigation Services			Search Subject by SSN 🔍 💭 🖙
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9. Finally, the case is displayed in the REOPEN status.

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DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

