



REOPEN A RELEASE CASE

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Purpose: To demonstrate how Reviewers and Authorizers can make changes to a case that has been sent to the Investigation Service Provider (ISP), but is not yet accepted.

REOPEN A RELEASE CASE

How to Reopen a Release Case

Some cases with a 'Pending ISP Acceptance' status can be reopened by Reviewers and Authorizers for rework if needed.

1. Select **Task Management** from the Left Navigation menu.
2. Select the **Case hyperlink** that you would like to reopen from the Task ID column. This will take you to the Position Details tab of the Order Form.

Note: This can also be accessed from the Subject Profile in the **Subject Management** tab.

National Background Investigation Services | Search Subject by SSN | CR

Task Management | Actions

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

My Work

Search My Work

Task ID	Case Type	Status	Task Age (days)	Urgency	Task Assignment Date	Last Name	Priority
211825COT1429575	Tier 2	Received	194	---	11/10/21	Scott	---
21321YANG0956254	---	Awaiting Subject Submission	55	---	1/1/22	Yang	---
21343SMIT1148567	---	Awaiting Subject Submission	33	---	1/8/22	Smithers	---
22010SCOT1116042	Tier 3 Reinvestigation	Review - Pending eApp	1	---	1/10/22	Scott	---

3. Select the **Reopen for Corrections** button from the Actions drop-down. A justification text field will appear.

Black, Gary 585-93-2141		Program Tags:		Actions ▾	Close
Citizenship: United States, Canada	Place Of Birth: Canada	Date Of Birth: 08/09/1955	Aliases: <u>N/A</u>	Contact Info: <u>View</u>	
Success. Case has been routed. No further actions available at this time.					
SF86	Status: PENDING ISP ACCEPTANCE	10/28/2021	▾ <u>Expand</u>		
Select a Template Agency					
Routing Details ✓	Position Details ✓	Optional Coverage ✓	Review ✓	<u>Financial Details ✓</u>	

4. Provide a justification for reopening the case and then select **Submit**.

Note: A case reopened by the Authorizer will go to the Authorization stage, a case reopened by the multi-role user or Reviewer will go to the Review Stage.

