
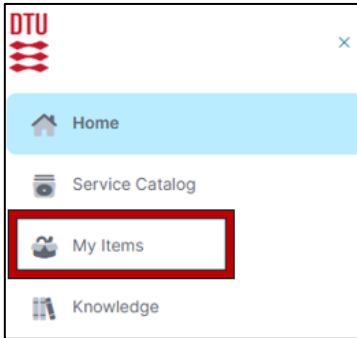
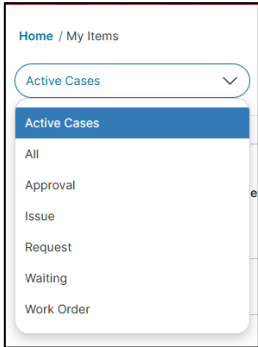



Guide name	Reopen Case in DTU Service Portal
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Cases can be reopened within **7 working days**. When a case is closed again after being reopened, the 7 working days count restarts.

Step	Description	Navigation
Go to DTU Service Portal	Go to serviceportal.dtu.dk	
Find your case	<p>Go to “My Items” by clicking the three bars in the top left corner.</p> <p>Under “My Items,” open cases are shown by default.</p> <p>You can find previous cases by selecting “All.” You can reopen cases marked as Fulfilled.</p>	   
Reopen your case	Once you have clicked on the case you want to reopen, go to the Status tab and reopen the case by adding a note .	