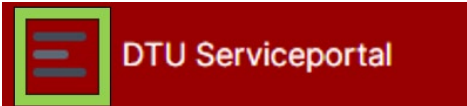
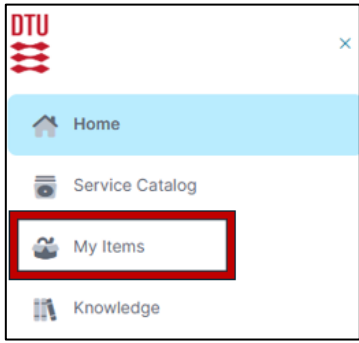


Guide name	Withdraw Case in DTU Service Portal
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Note that not all types of cases can be withdrawn. As a rule, only error reports (so-called incidents) can be withdrawn.

This is because other types of cases may involve some kind of payment.

Step	Description	Navigation
Go to DTU Service Portal	Go to serviceportal.dtu.dk	
Find your case	<p>You can always follow your case either by scrolling down on the main page or by clicking the three bars in the top left corner and selecting “My Items.”</p> <p>Open the case you wish to close.</p>	 
Close your case	<p>You close your case by clicking Close Incident at the bottom left.</p> <p><i>If you do not see a Close Incident button, it means the case is in a different category than an incident, and you cannot withdraw it yourself. In that case, you can add a note to your case stating that you wish to close it.</i></p>	