

April 4, 2024



New Features Coming to Ask UCPath

The UCPath Center is excited to introduce two important improvements that empower users to better manage their inquiries. Later this month, UCPath Center will make the following enhancements available to all employees and submitters:

Reopen Inquiries: This new feature enables users to reopen previously closed inquiries that require further attention, replacing the current “pending closure” and “follow-up” processes. This change will result in a consistent resolution process for all inquiry types.

Summary of the new changes:

- Enables users to reopen inquiries
- Allows cases to be reopened three times within one year of the original closure date
- Simplifies inquiry management by retaining original case numbers, associated communications and attachments

Self-Close Inquiries: Users will be able to close their inquiries when issues have been resolved or when UCPath assistance is no longer required.

Summary of the new changes:

- Enables users to close their own inquiries
- Does not apply to inquiries with pending actions
- There is no time limit for users to close their cases

Ask UCPath Enhancements Topic Based Zoom

Join us on Wednesday, April 17, 2024 from 11:00 am – 12:00 pm for our Ask UCPath Enhancements Topic Based Zoom!

[Add the meeting invite to your calendars here.](#)



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