

# Updating a support request

**IMPORTANT:** You can update a support request by replying to the last email you received regarding your request

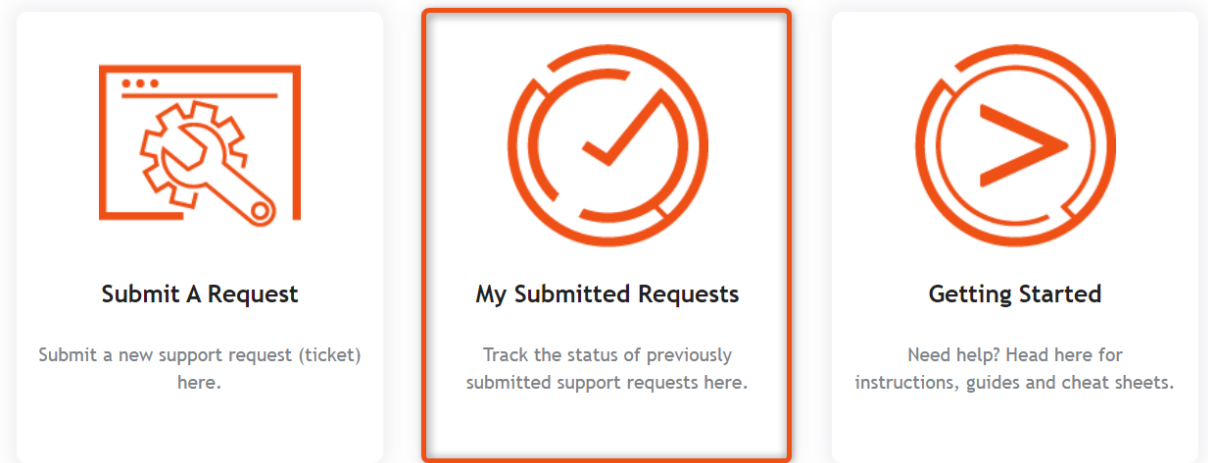
Updating a support request in **My Submitted Requests** with a comment, CC, or organization:

You can update any existing support request that is not closed with a comment.

You can also add CCs to an existing support request and if you belong to multiple organizations, you can also change the organization for a support request when you view it in the Support Portal.

## To update an existing support request

1. Click on the **My Submitted Requests** button from the Support Portal Home Page



\*\* By default, the My Submitted Requests page displays all requests that you have submitted.

2. Click the **Subject** for the request you want to update
3. Add a comment to update the request
4. (Optional) you can add an email address to copy a user on the request

\*\* When you add a CC to an existing request, you must also add a comment.

5. (Optional) If you belong to multiple organizations, you can change the organization for the support request
6. Click **Submit**

Request #500

# Testing tickets



Tibor Test

June 07, 2021 14:42

Testing tickets



CC tbalazs@otava.com x

This is a new comment

[Add file](#) or drop files here

Submit