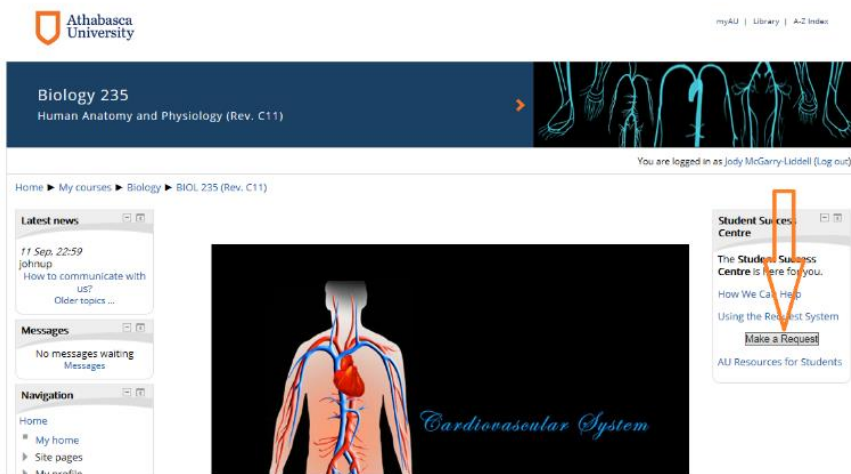# How to Respond to or Update a Request

You will receive an email letting you know that your request has been responded to.
Please DO NOT reply to that email!

The email will include a link back to the Request Form – if you are asked to supply further information, or if you want to ask for clarification, you will need to do so through the request system.

To respond to a request, click the link in the email, or go back to your course website and click on the **Make a Request Form**.
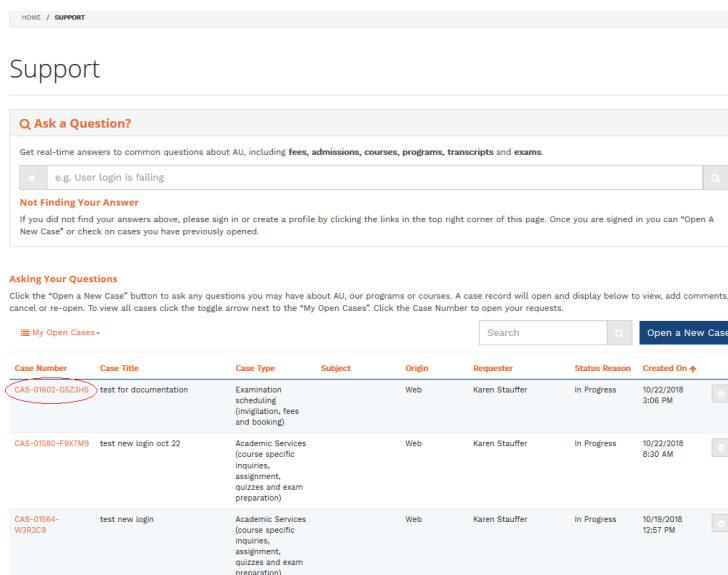
You will be directed to the Student Support (Greymatter) Portal. Click on the Case Number for the Request that you would like to view.

You can view all of your comments and responses in a list near the bottom of the form.

If you wish to respond, select the 'Add Comment' button. Enter your response, and attach files if you wish. Click on 'Submit'.

Your latest response and file attachment will appear at the top of the list of comments. An email is sent to your AE informing them that you have sent a response.

Course Number/Revision (If case is related to a Course)   Requester *
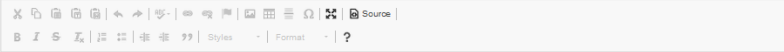
COMP200 R7   Karen Stauffer

Description

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test new login

Timeline   [⊕ Add Comment]

👤   Karen Stauffer
less than a minute ago   respond example to AE
Modified on 10/22/2018 3:13 PM   Created by SRM Pilot Portal
                     ▭ Windows 10 CRV and Cloud.docx (610.86 KB)

👤   Karen Stauffer ➡ Karen Stauffer
3 days ago   test portal comment
Modified on 10/19/2018 1:53 PM   Created by Karen Stauffer

👤   test jodymc ➡ Karen Stauffer
3 days ago   test from AE
Modified on 10/19/2018 1:53 PM   Created by test jodymc

[✖ Cancel Case]