This document outlines the procedure to update or cancel an existing service request in the student portal.

**Important Notes**

You **CAN** cancel or update an existing service request only when the status of the request is one of the following:
- Submitted
- More Info Required
- Updated by the Student

You **CANNOT** cancel or update an existing service request when the status of the request is one of the following:
- In-Progress
- Request Completed
- Request Closed
- Cancelled by Student

**Procedure**

1. Log into the **MyUofC** portal using the correct credentials

   ![Central Authentication Service](image)

   Create an eID | Forgot Password? | Account FAQs | Contact IT Support

2. Select the “**My Service Request**” tab on the left most side of the home page just below the “**Home**” tab.
   As shown in the screenshot below (next page), you can view all the requests associated with your record along with the status of each request.

   *Example: In the screenshot shot below (next page), the example student can only update/cancel the request that are highlighted in green (request number 143, 144 and 146).*

   If you wish to **Update/Cancel** an existing request, click the desired “**Request Type**” as shown in the screenshot below (next page)
3. You can then cancel or update the request as per the instructions in the below text and screenshot below (next page).

A. If you wish to cancel a request click “Cancel Request”

B. To add a comment, click “Add Comment”

C. To update your most recent comment, click “Update Last Comment”. This option will not work if the most recent comment was put up by a staff member

D. To update the information in the form, Click “Open Link” and make the necessary updates

E. You can view any existing attachments by clicking “View”

F. If you want to delete an existing attachment, Click the “-“ sign

G. If you wish to add an attachment, Click the “+” sign
4. If you are updating a form, ensure to click the “Complete Form” in the bottom of the form to both validate the form and to ensure the update is captured so the staff member can view the updated form.

5. Once all the changes have been made, Click “Save”

6. Once the request has been updated and saved, students can check to ensure all the updates are in place by clicking the specific request in the “My Request” window. This step is not mandatory.

End of Procedure