Update and Respond to a Ticket
(formerly Grant Tracker “Notes”)

Method 1: Updating Ticket From Email Notification

1. Locate the Award Portal Notification email in your inbox and click on the View in Award Portal button.

   From: DCA AwardPortal <awardportal@uw.edu>
   Sent: Thursday, November 17, 2022 2:51 PM
   To: Michelle Davis <mdavis37@uw.edu>
   Subject: [AP #205351] GR001870 UNIVRP-1239 - Response Needed

   Grant: GR001870
   Grant Item: GR001870 CFAR INTL AWARDS - 61-4059 - 2019
   Topic: Advance Spend
   Subject: UNIVRP-1239
   Status: Pending

   Thank you Michelle Davis, your message has been assigned a unique tracking number of [AP #205351]. Please refer to the following link for information about your request:

   View in Award Portal →

2. Respond directly to the ticket by updating the Description fields.

3. Click Submit.

   Note: All tickets are also accessible via Award Portal by searching for the associated grant, shown in the next steps.

Method 2: Updating Ticket Within Award Portal
Update and Respond to a Ticket (formerly Grant Tracker “Notes”)

1. Locate the Grant associated with the open ticket in Award Portal. Refer to the “Create a Ticket” job aid for query tips.

2. From the Grant ID column, click the Grant ID to view the ticket.

3. From the Open Tickets dropdown, click the Ticket ID. If the ticket has been completed, click All Tickets to locate your ticket.

   Note: You may reopen a completed Ticket within 90 days of its completion date. After 90 days, you will need to create a new Ticket.

4. Update the Description and any other editable fields.

5. Click Submit.

End of Job Aid