

Replying to a Technical Support Case by Email

000043772 | General Info | Last updated 2026-09-11 | General Support

When you receive a notification email from a Technical Support case, it is possible to reply to the email. This can be convenient and also adds replies from people who have not created a portal account. However, there are several downsides compared to logging into the portal to reply.

Visibility to the support team

The support team is unable to receive notifications when an email reply is added to the case. A support team member may see the message when manually checking the case; this would likely only be noticed when all other work is complete (responding to cases that send notifications). Additionally, if there are subsequent case updates, email updates are more likely to be overlooked.

Visibility to your team

When replying to a case by email, the message is added in an internal-only way. You or your colleagues will not be able to see it in the case history in the support portal. This may make it harder to follow a case, especially when multiple colleagues are working together.

Attachments

Attachments from email replies are included, but they are only visible to the support team in the message itself. They do not get added to the main section for case attachments, which makes it easy to overlook. It is also common for email attachments to get blocked or cause the entire message to get blocked before it reaches the case. Email attachments are also subject to size limits that vary between organizations. When logged into the portal, you can attach attachments of up to 2 GB each.

Using the Technical Support Portal

It is strongly recommended to log in to the support portal to update cases. See the Support Portal Information article for details.

If you don't already have an account, please complete and submit the Customer Portal Account Request form.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/43772>