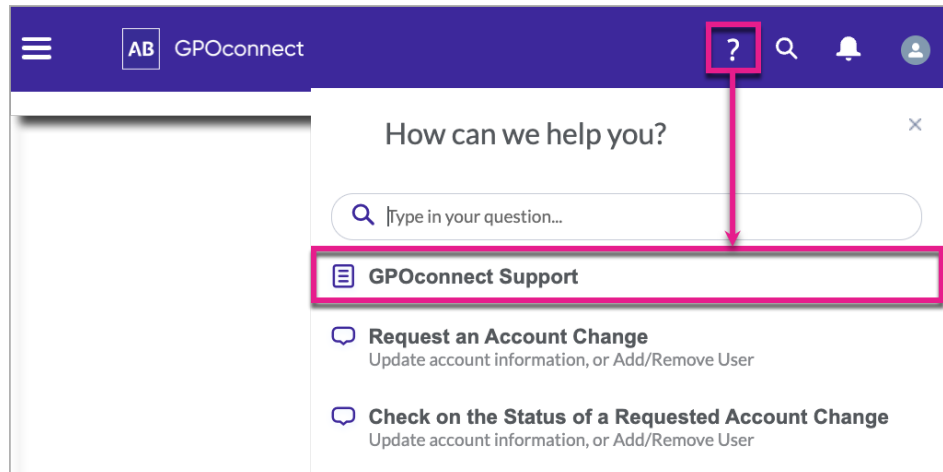


To access the portal, use the following URL: <https://workspaceabc.force.com/gpoconnect>

Create a Case

1. Click the ? in the upper right corner, then click **Contact GPO Support**. The GPO Support page opens.



2. Select What can we help with? and then select whether you have a question or an issue. The workflow for submitting a question or an issue is the same, although selecting an issue will give some helpful information on what to include to ensure a timely resolution.



3. Enter the details of your question or issue on the left side of the screen. On the right side of the screen, you will see your five most recently opened cases. See [Review Cases](#) for more details.

The screenshot shows the 'GPO Support' interface. On the left is a form titled 'An Issue' with a dropdown menu at the top. Below the dropdown are two radio buttons for 'Preferred Contact Method' (Email and Mobile), with 'Email' selected. A text field for 'Short Description' is below. A larger text area for 'Details of the Issue' is next, with a note: 'Give clear and specific steps on how to recreate the problem, with examples and user details.' Below this is an 'Attach File' section with 'Upload Files' and 'Or drop files' options. 'Cancel' and 'Submit' buttons are at the bottom right of the form. On the right, a list of recent cases is shown, each with a status (e.g., 'Pending Assignment', 'Closed') and a 'View Case Details' button. A 'View All Cases' button is at the top right of the list.

- a. Select your **Preferred Contact Method** and check the details are correct. You may enter new contact information in this field, and it will update your contact information for all future communications. Click **Undo** to revert to the previous information.

This close-up shows the 'Preferred Contact Method' section of the 'An Issue' form. It has two radio buttons: 'Email' (selected) and 'Mobile'. To the right of the radio buttons is a text field containing 'newuser@sample.com'. To the right of the text field is a purple button with a circular arrow icon and the text 'Undo'.

- b. Enter the **Summary** and **Details** of the question or issue. If it is an issue, include any steps necessary to replicate the issue and any other details that can help the team diagnose it. You can also Upload any relevant files in this window. When you're finished, click **Submit**. A confirmation is shown. If you want to create another case, click **Yes**; otherwise, click **No** to close the window.

This close-up shows the 'Short Description' and 'Details of the Issue' sections of the 'An Issue' form. It has a text field for 'Short Description' and a larger text area for 'Details of the Issue' with a note: 'Give clear and specific steps on how to recreate the problem, with examples and user details.' Below this is an 'Attach File' section with 'Upload Files' and 'Or drop files' options. 'Cancel' and 'Submit' buttons are at the bottom right.

Review Cases

- From the GPO Support page, you can see your five most recently opened cases. Click a case number to view its details, or click **View All Cases** to see older cases. The GPO Support Cases window opens.

The screenshot shows the 'GPO Support' interface. On the left is a form to create a new case, and on the right is a list of recent cases.

GPO Support Form:

- An Issue:** A dropdown menu.
- Preferred Contact Method:** Radio buttons for Email and Mobile.
- * Short Description:** A text input field.
- * Details of the Issue:** A larger text input field with a placeholder: 'Give clear and specific steps on how to recreate the problem, with examples and user details.'
- Attach File:** A section with 'Upload Files' and 'Or drop files' options.
- Buttons:** 'Cancel' and 'Submit' at the bottom right.

Recent Cases List:

- View All Cases:** A button at the top right of the list.
- Case 1:** Subject: 'Rebate Payment Discrepancy'. Status: 'Pending Assignment'. Button: 'View Case Details'.
- Case 2:** Subject: 'The Rebate Payment Discrepancy'. Status: 'Pending Assignment'. Button: 'View Case Details'.
- Case 3:** Subject: 'The Rebate Payment Discrepancy'. Status: 'Closed'. Button: 'View Case Details'.

- The view defaults to your currently **Open** cases. Select **Closed** to view all cases closed in the last two years. The Search field is specific to the view you are in. If you are viewing Open cases, it will only search your open cases; if you are viewing Closed cases, the search allows you to find cases that were closed more than two years ago.

The screenshot shows the 'GPO Support Cases' page. At the top, there are tabs for 'Open' and 'Closed', with 'Open' selected. A 'New Case' button is in the top right. Below the tabs is a search bar and a table of cases.

Filters: Open Closed

Search: Search this list...

Table:

	Date Opened ↓	Case Number ↓	Subject ↓	Status ↓	Resolution Category ↓	Resolution ↓
1	May 13, 2024, 04:15 PM			Pending Assignment		
2	Jul 12, 2023, 11:36 AM			Pending Assignment		
3	Jun 21, 2023, 09:54 AM			New		

- Click a **Case Number** to view its details.