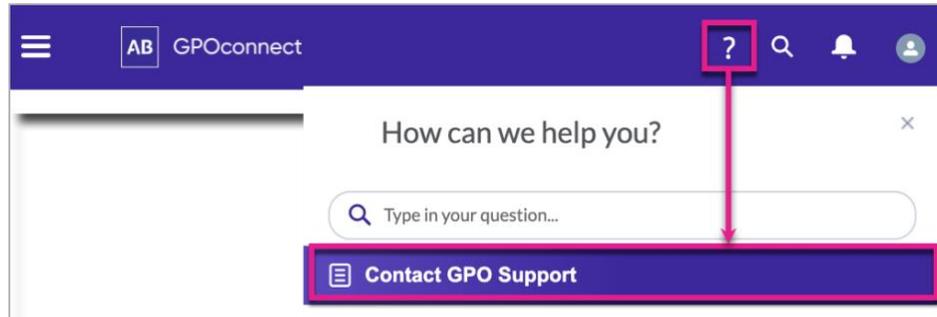


To access the portal, use the following URL: <https://workspaceabc.force.com/gpoconnect>

Create a Case

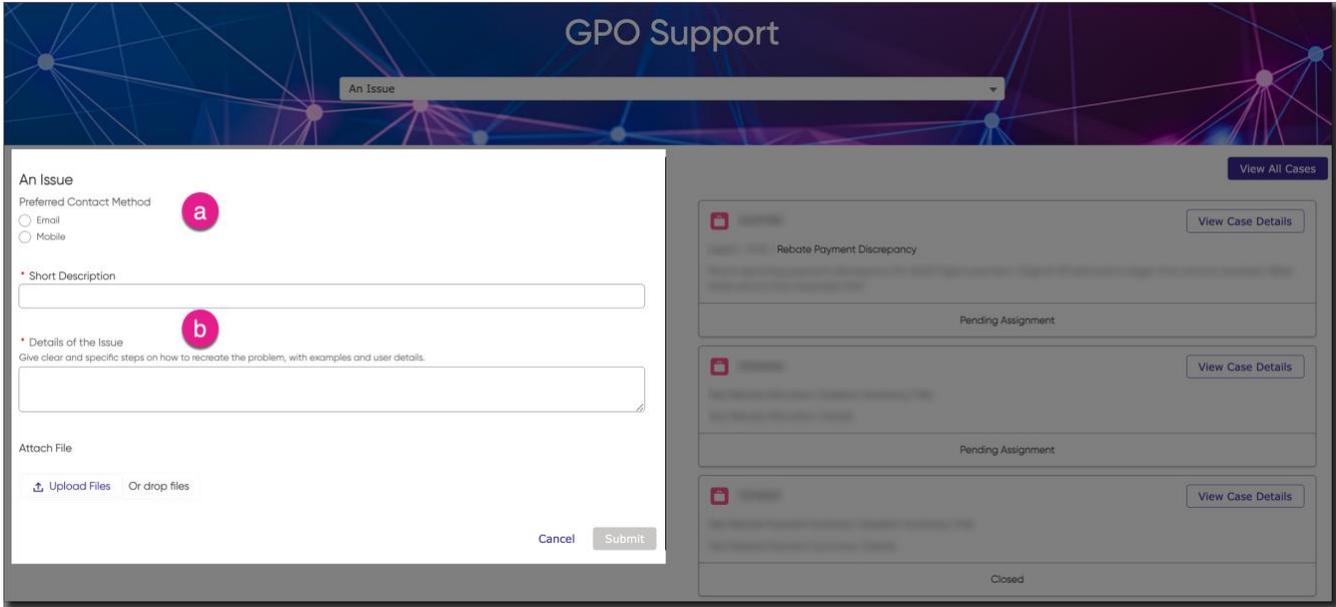
1. Click the ? in the upper right corner, then click **Contact GPO Support**. The GPO Support page opens.



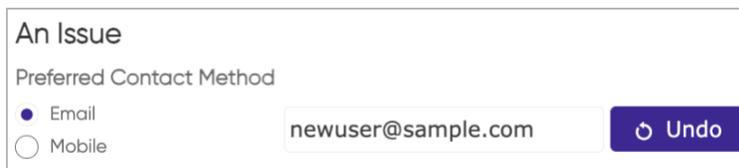
2. Select **What can we help with?** and then select whether you have a question or an issue. The workflow for submitting a question or an issue is the same, although selecting an issue will give some helpful information on what to include to ensure a timely resolution.



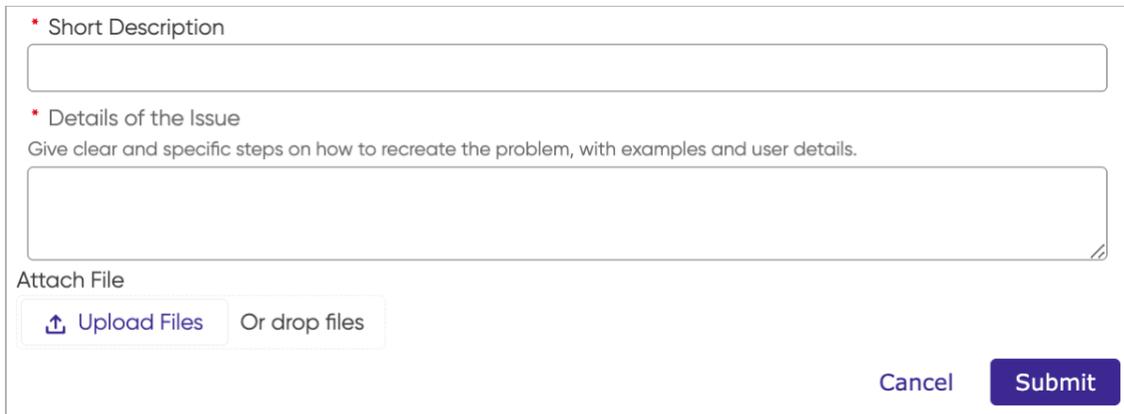
3. Enter the details of your question or issue on the left side of the screen. On the right side of the screen, you will see your five most recently opened cases. See [Review Cases](#) for more details.



- 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.

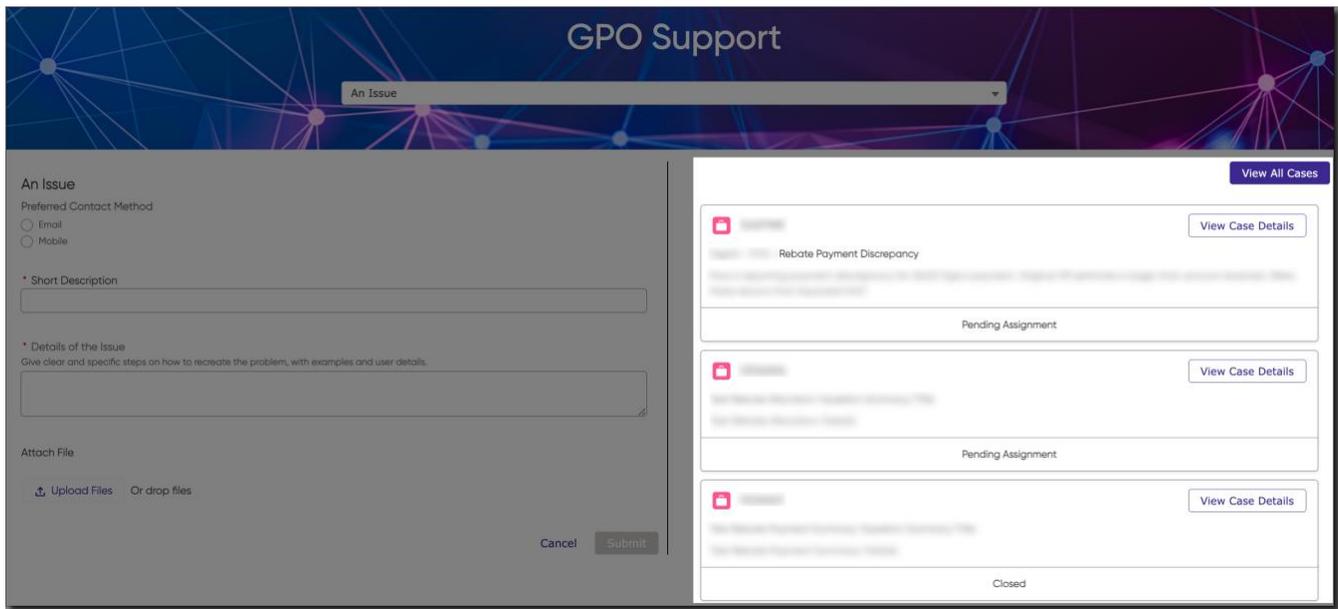


- b. Enter the **Summary** and **Details** of the question or issue. If it is an issue, include any steps necessary to replicate the issue and any other details that can help the team diagnose it. You can also Upload any relevant files in this window. When you're finished, click **Submit**. A confirmation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



Review Cases

1. 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.



2. 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.



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