SAP   Help Center Content Item

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KB0361975 - How to submit an SAP Fieldglass support case

✉ Email

FAQ   ATTRIBUTES   LANGUAGES (10)   FEEDBACK

Symptom:

- I need technical support
- I was directed to submit a case to SAP Fieldglass support

Resolution:

Click the **Contact Us** link in the top left of the Help Center page to begin the case submission process. It includes recommendations for immediate resolution.

1. In the field **Step 1: Start here to find your answer?** enter a few words to describe the issue > press **Enter**
2. On **Step 2: Browse AI-based recommendations,** optionally click to view an article to help you solve your issue instantly
3. If you see **Step 3: Choose from the options below to continue,** it is another opportunity to receive an immediate answer your question
   a. Click the relevant button and follow step-by-step instructions
   b. or click **Something else** to cause the **Can't find what you are looking for?** box to appear
4. Click **Create a Case** (in the lower right corner)

Complete the case submission form:

1. Optionally change **Requested Language of support**
2. Complete all required fields (marked with a red asterisk *)
   - Use **Full Description** field to share specific details about your issue
3. Review recommended support topics that display on the right to help you resolve your issue immediately
   - The list updates to show relevant topics as you complete the case
4. Click **Submit**. An email with your case number confirms it was received
5. Further communication with SAP Fieldglass Support to troubleshoot and resolve the issue will sent to the email address you enter

The case form is personalized based on the persona selected previously (Buyer, Supplier, Worker, PMO). Some fields will default based on your SAP Fieldglass account information (when you are using the personalized experience) and the values you entered in the search

See Also:

- SAP Fieldglass Help Center Contact Us Demo
- KB0155172 - Why should I use SAP Fieldglass Help Center?