

[Cloud Talent Solution](https://cloud.google.com/talent-solution/) (<https://cloud.google.com/talent-solution/>)

[Documentation](https://cloud.google.com/talent-solution/docs/) (<https://cloud.google.com/talent-solution/docs/>) [Resources](#)

# Support

## Support package

Google Cloud Platform offers different [support packages](https://cloud.google.com/support/role-based/) (<https://cloud.google.com/support/role-based/>) to meet different needs, such as 24/7 coverage, phone support, and access to a technical support manager.

See the [Job Search Troubleshooting Guide](https://cloud.google.com/talent-solution/job-search/docs/troubleshooting)

(<https://cloud.google.com/talent-solution/job-search/docs/troubleshooting>) for help with common search result problems.

To purchase and setup support for your organization, your [Organization Administrator](https://cloud.google.com/resource-manager/docs/creating-managing-organization#adding_an_organization_admin)

([https://cloud.google.com/resource-manager/docs/creating-managing-organization#adding\\_an\\_organization\\_admin](https://cloud.google.com/resource-manager/docs/creating-managing-organization#adding_an_organization_admin))

must:

1. Visit the [support cases](https://console.cloud.google.com/support/cases) (<https://console.cloud.google.com/support/cases>) area in Google Cloud Console.
2. Enable role-based support for your organization.
3. [Assign members](https://www.youtube.com/watch?v=eJiGfL8vbl) (<https://www.youtube.com/watch?v=eJiGfL8vbl>) of your organization so they can [create and/or view](https://www.youtube.com/watch?v=G6DNQdAkWSY) (<https://www.youtube.com/watch?v=G6DNQdAkWSY>) support cases.

If the member of your business is unable to enable Cloud Support, it's likely either:

- They are not the Organization Administrator.

- Your business doesn't have an [organization](#) (<https://cloud.google.com/resource-manager/docs/creating-managing-organization>) in Google Cloud Console, which typically starts with setting up the free version of [Cloud Identity](#). (<https://gsuite.google.com/signup/gcpidentity/welcome>).

## Submit product or documentation feedback

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