

Access to your catalogue entries on the CloudStore

How do I log-on?

To edit your services on the CloudStore you will need to login to our supplier site. Access for this can be found by clicking on the Edit my CloudStore services link at the bottom of the CloudStore homepage or clicking on the following link:

<https://suppliers.govstore.service.gov.uk/index.php/admin>

Existing G-Cloud suppliers

If you are an existing supplier on G-Cloud your login will not be updated when we update the CloudStore, so you should continue to use the same user ID as before. If you are unsure of what this is, then please send an email to enquiries@gcloud.cabinet-office.gov.uk and put "Supplier site login reset" in the subject title and include your full organisation name, contact details and the email address of the person you would like to register as a user.

New G-Cloud suppliers

We have created an account for you based on the contact email address that you included as part of your tender submission. Your user name is not case sensitive.

You will need to reset your password at first log on. To do this, click on the "Forgot your password?" button, enter your contact email address (from your tender submission, i.e. the same as your user name) and then click the "Retrieve Password" button. You should only click this once and then wait until you see the message as per the box right. You will receive an email to enable you to reset your password and log on. Passwords should be at least 7 characters, contain a combination of alpha-numeric and are case sensitive.

What should I do if I still can't get access? What should I do if I want to change my email address, or add new users?

If you have gone through the process above and are unable to gain access to your CloudStore catalogue entries, or you would like to change the contact email address, or add additional users, then please contact us at enquiries@gcloud.cabinet-office.gov.uk for assistance, stating clearly your issue in the subject line, e.g. "login not working", "new user request", and include your current user name or company, etc.

What can I change in the CloudStore?

When you login, the first page displays all of your services that have been uploaded into the CloudStore.

| ID | Name | Type | Attrib. Set Name | SKU | Price | Qty | Visibility | Status | Action |
|------|----------------|----------------|------------------|--------------|--------|---------|-----------------|---------|--------|
| 6966 | On Demand Help | Simple Product | Saas | 2.G2.100.100 | £59.00 | 1000001 | Catalog, Search | Enabled | Edit |

There are three tabs at the top left hand side of the page:

1. **“Catalog”**: this takes you into the **Manage Products** page which shows you the overview of all of your services
2. **Suppliers**: this takes you into the **Manage Suppliers** page
3. **Workflow**: this takes you into the **Workflow Notifications** page

What can I do under “Catalog”?

Under this function you can view and edit your services. Your service entry is made up of various different sections that have been pre-populated with the information you provided at the time of tender.

“Manage Products” displays each of the services which are associated with you as a supplier – it will show the:

- **ID**: this is an internal reference number that the CloudStore has allocated to your service.
- **Name**: this is the service name that you have given to your service when you submitted it for tender.
- **Type**: this is a standard field in the CloudStore and all products are classed as “simple product”.
- **Attrib. Set Name**: this is the Lot or category that your service was tendered under – the four Lots are SaaS, IaaS, PaaS and SCS.
- **SKU**: each service has been given a “SKU” or Service ID. This indicates the active G-Cloud framework [the first ‘n’]; the original framework the service was submitted under [the second ‘n’]; the supplier identifier and service identifier. For Giii service the number looks like this - **n.Gn.xxx.xxx** (e.g. 3.G3.100.100) and you cannot change these. We have updated the format of the SKU for G4 so that we can improve consistency and all G4 services will have the following format - **n.Gn.xxxx.xxx** (e.g. 4.G3.0100.100).
- **Price**: this is the price that you submitted at tender for your service.
- **Qty**: this is a standard field in the CloudStore and all services have been given a qty of 1000001.
- **Visibility**: this is a standard field and all services will say catalog, search.
- **Status**: this should show as “enabled” for all Giii and G4 services; if this shows as “disabled” then please contact enquiries@gcloud.cabinet-office.gov.uk for further advice.

| Catalog | Suppliers | Workflow |
|--|-----------|----------|
| Product Information | | |
| General | | |
| Prices | | |
| Meta Information | | |
| Images | | |
| Accreditation | | |
| Service Definition | | |
| Service Management | | |
| Commercial | | |
| Saas Generic | | |
| Saas Generic Clients | | |
| Saas Generic General Features | | |
| Saas Generic Business Continuity | | |
| Saas Generic Authorisation | | |
| Authentication Personalisation | | |
| Saas Generic Integrated Communications Tools | | |
| Saas Generic User Generated Content | | |
| Saas Unlisted Service | | |
| Saas Content Management | | |
| Saas Email Gateway | | |
| Saas Search | | |
| Saas Geographic Search | | |
| Saas Polls Surveys | | |
| Saas Forms | | |
| Saas Dataset Visualisation | | |
| Saas User Alerts | | |
| Saas Office Productivity | | |
| Saas Documents Records And | | |

How do I edit my services? What fields can I change?

To edit your services or “products”, click on the “**Edit**” link or click on the service directly. Once opened, you will see a side-bar menu, which will vary depending on the category of your service (i.e. IaaS, SaaS, PaaS, SCS).

You can change any editable field. Fields have three statuses within the CloudStore:

- **Restricted:** only the Government Procurement Service (GPS) or G-Cloud teams can modify (these are greyed out)
- **Editable/Approval:** the field can be edited, but will need approval from the GPS or G-Cloud teams
- **Editable:** the field can be edited and does not require any approval

Click on the “**General**” tab to edit your Short Description field. **Please note, the content in the Description field does not display in the CloudStore, this is used for search and indexing and we recommend that you keep this the same as the Short Description.** The **WYSIWYG Editor** function is currently disabled, so you will not be able to include line-breaks or bullets within your short description.

Can I upload my company logo?

Yes, you are able to upload company and product specific logos by clicking on the “**Images**” tab within each service, and then uploading your image file(s). Please upload jpg files and a square image (max 1000 x 1000). Click the radio buttons to choose where you would like each logo to display. To display the logo on the search results page, please select “small image”. For the detailed service page, also select “base image”.

Can I change the category of my service?

You can change the subcategory and this is subject to GPS approval. You cannot change the main category (IaaS, PaaS, SaaS or SCS) as this would be a material change and is not allowed under the terms of the Framework Agreement.

How do I upload additional documents? Can I change any of my documents?

All the documents that you submitted as part of your tender are linked from your service pages. From G4 onwards the mandatory documents are Service Definition, Terms and Conditions, pricing model. If you would like to upload additional documents, such as case studies, then you will need to submit these to enquiries@gcloud.cabinet-office.gov.uk for upload.

Any changes to Service Definition(s), Terms and Conditions or Pricing models are subject to approval. As a reminder, you are not allowed to make any changes that would materially change your service offering. If you would like to submit changes to any of these documents then please submit these with track changes or a summary of changes to cloudstore@ccs.gsi.gov.uk

What should I do if my Service Definition(s) and Terms & Conditions aren't displaying in the CloudStore?

All the files that you submitted as part of your tender – whether this was Giii or G4 are stored in our document repository. If any documents are missing from your individual service pages, then get in touch with us on enquiries@gcloud.cabinet-office.gov.uk referencing the service ID(s) of any affected services, and we will assist.

What can I do under the “Suppliers” menu?

Under this function you can view and change your supplier information such as supplier address, contact telephone number, email address and add a company description.

What can I do under the “Workflow” menu? When will my changes be displayed?

Under this function you can see any changes that you have requested, which are pending approval from GPS. If the change does not require approval, the change will be released to the store for the next day. If the change requires approval, the change will be released to the store the day following GPS or G-Cloud approval. We aim to approve and release changes as soon as reasonably practical.

What is included in search?

- Service Title
- Description fields
- Data from your detailed service submission
- Service ID
- Supplier

How can I ensure my services are shown first in a search?

All search results are randomised and it is impossible to ensure your results are shown at the top of a search.

Can I link directly to my services?

Yes, you can include the URL to your services or supplier’s page within your website or marketing material. We reserve the right to change the URL in the future. However, please note that you are not able to use the G-Cloud or CloudStore logos or branding.

Framework Agreement

Don't forget that an essential part of being accepted onto G-Cloud is to sign and return your framework agreement. This document was sent to you through the GPS eSourcing portal. It is a mandatory requirement that each supplier sign and return the framework to GPS.

To do this, please sign, scan and return one copy of the signature page via the eSourcing tool. Once you have logged on to your eSourcing account, please select “**All**” from the drop-down box in the top right hand corner, then click on the **View/Respond to RFX** button for RM1557iv. Click on the “**RFX Messages**” link in the header, then in the message pop-up window click on “**Create**”, then “**Attachments**” and upload your scanned signature page. Once GPS have this, it will be countersigned by the Managing Director of GPS and a copy returned to you for your own records.

Please note that your company will not be able to commence trading until you have signed and returned the framework agreement to GPS for subsequent signature and this has been completed by GPS after the standstill period has ended.

Frameworks must be signed and returned **no later than 30 days** following the conclusion of the standstill period, suppliers who fail to meet this deadline will be suspended from the CloudStore.