

Web support contact



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In case of any issue or question, please create a [new SBS Support IS Request](#) from the SBS Support portal (Freshdesk).

Then you have to enter the following information:


- **Subject** : please specify the context and issue summary here (Solvay ONE, [solvay.com](https://www.solvay.com), etc.)
- **Process**: Web Applications (Techno)
- **Application**: select "Tridion", "Flexmail", "Keepeek", "Confluence", "Qualtrics", or "Google Analytics" to reach our web support team.



Application is important!

This field is not mandatory, but by filling it, you will help the service center to send your ticket to the right team. This can make you gain some time.

Out of this required information, please note that to increase the answer time and relevance, your ticket should provide:

- A precise description of your issue, including links to the concerned resources (use  to add a link)
- If relevant, provide one or several screen shots (copy-paste it among the description or use the "Attache a file" field).
- If relevant, provide step-by-step to reproduce the issue

See a new ticket example beside.

Submit a ticket

Requester *

Subject *

Type *








Process *

GBU / Function

Site

Application

Description *

B I U       

Hello web support team,

I just created, then published the following news in Live:
https://staging.solvay.com/one/en/corporate-news-center/Si2_quiz_avril2016.html
But unfortunately, I do not see it in my [Solvay ONE space](#) news stream.

+ Attach a file
 Aucu...isi

Priority *