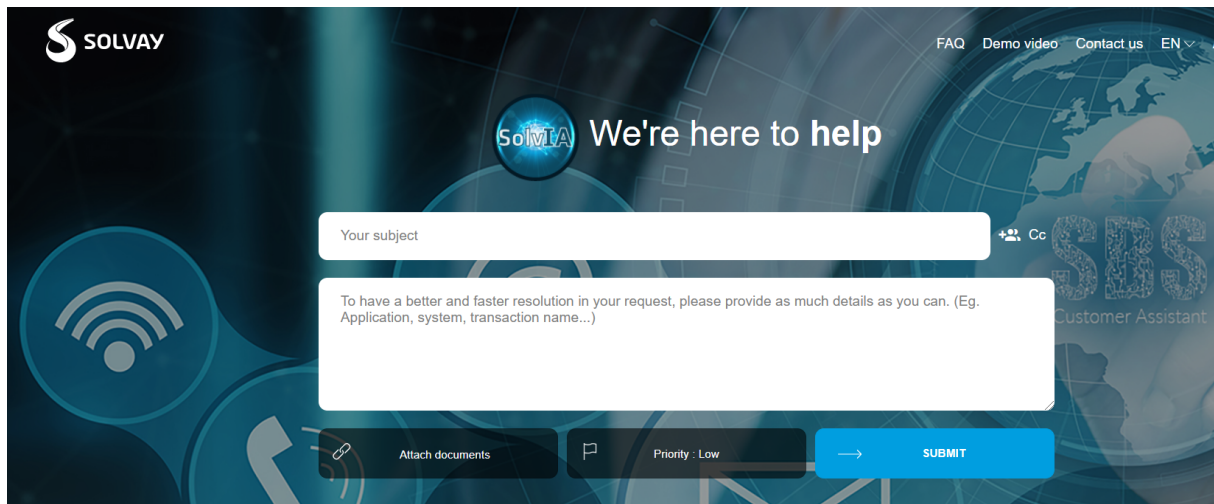


Need Help

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>



The screenshot shows the Solvia Freshdesk support ticket creation interface. At the top left is the Solvia logo. The main heading is "We're here to help". Below this is a form with a "Your subject" input field, a "Cc" field with a plus icon, and a large text area for details. A note in the text area says: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)" At the bottom, there are three buttons: "Attach documents" (with a paperclip icon), "Priority : Low" (with a flag icon), and a blue "SUBMIT" button (with a right arrow icon). The background features a globe and a Wi-Fi symbol.

SOLVAY

FAQ Demo video Contact us EN

SolvIA We're here to help

Your subject

Cc

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)

Attach documents

Priority : Low

SUBMIT

you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example