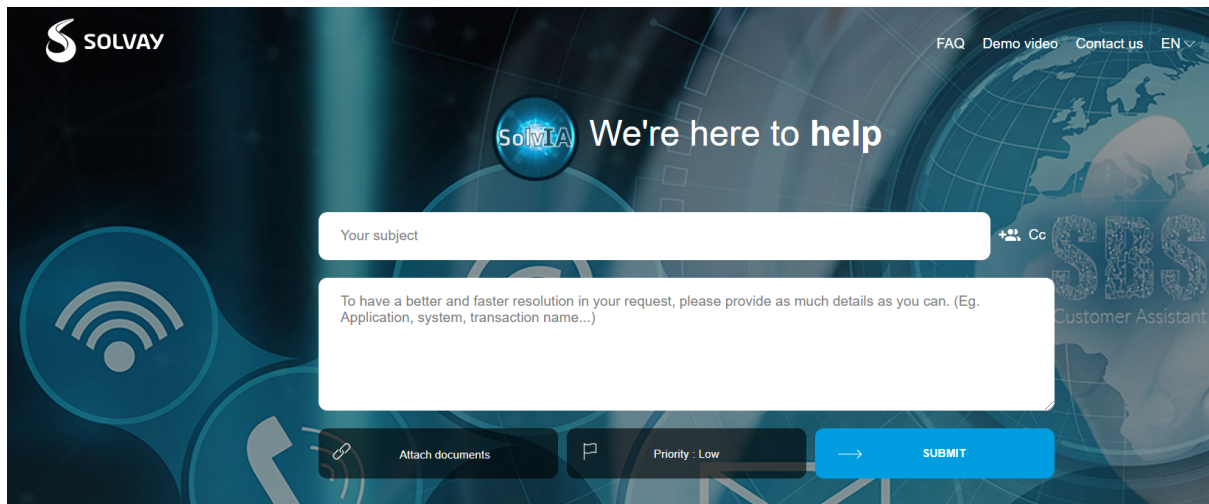


# Need Help

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 interface for creating a ticket. 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, and a large text area for the message. The message text area contains the instruction: "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 of the form are three buttons: "Attach documents", "Priority : Low", and "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*