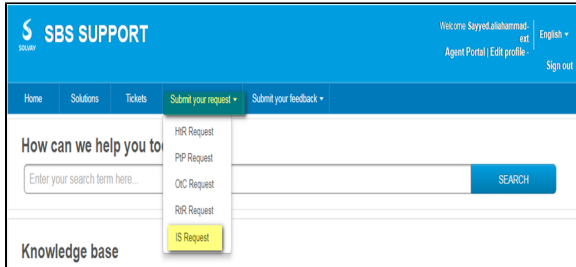


How to create a ticket for Confluence access

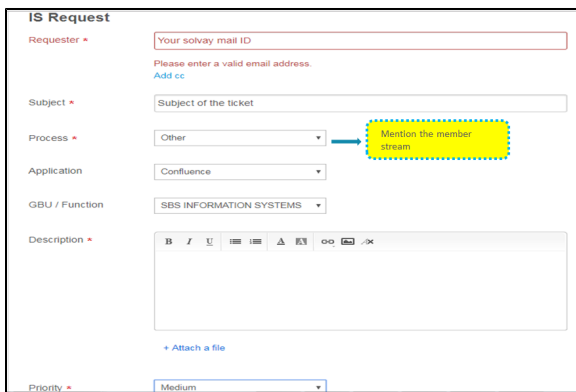
Follow the steps to create a ticket for Confluence access in Freshdesk

[blocked URL](#)

1. Click on Customer portal to create an confluence access
2. Click on submit your request drop down and click IS REQUEST
3. Fill the details like below for their corresponding stream with their Solvay Email ID, Solvay ID.



The screenshot shows the SBS SUPPORT portal interface. At the top, there's a navigation bar with 'Home', 'Solutions', 'Tickets', 'Submit your request', and 'Submit your feedback'. Below this, a search bar is visible with the text 'How can we help you to'. A dropdown menu is open under 'Submit your request', showing options: 'HR Request', 'PIP Request', 'OC Request', 'RR Request', and 'IS Request' (which is highlighted in yellow). A 'SEARCH' button is also present.



The screenshot shows the 'IS Request' form. The fields are as follows:

- Requester**: A text field containing 'Your solvay mail ID'.
- Subject**: A text field containing 'Subject of the ticket'.
- Process**: A dropdown menu with 'Other' selected. A yellow callout box with a blue arrow points to this dropdown, containing the text 'Mention the member stream'.
- Application**: A dropdown menu with 'Confluence' selected.
- GBU / Function**: A dropdown menu with 'SBS INFORMATION SYSTEMS' selected.
- Description**: A rich text editor area with a toolbar and a large text input field.
- Priority**: A dropdown menu with 'Medium' selected.

There is also a link '+ Attach a file' below the description field.