

Process to request for Confluence support

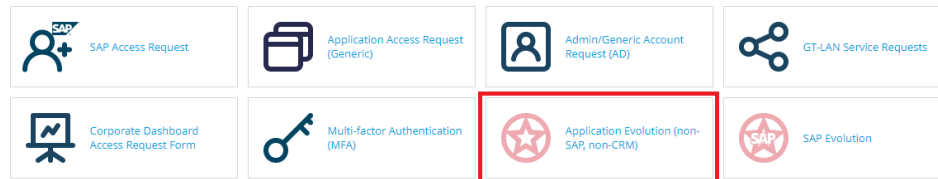
- Request new Confluence space
- Request support on existing Confluence space
- Request access to an existing Confluence space

Users to create a support Service One depending on the requests type below:

◦ Request new Confluence space

- On the Catalog, goto "**Main Access & Application Service Requests**" "**Application Evolution (non-SAP, non-CRM)**"
(Direct link : <https://solway-dwp.onbmc.com/dwp/app/#/itemprofile/602>)

Main Access & Application Service Requests



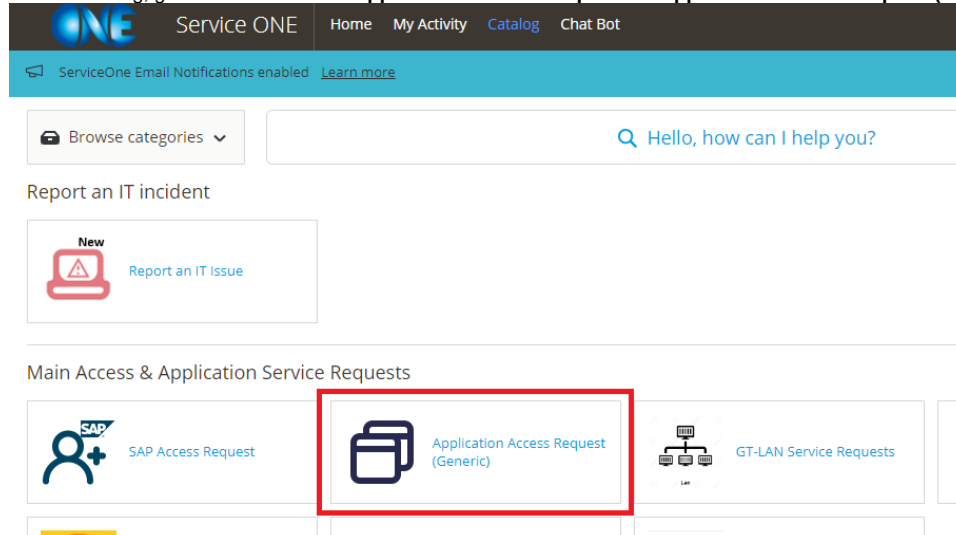
- Within the form, fill up all the fields.
Under the field "**Application**", select "**Confluence-SCo**" and submit the request.
- Provide the following information within the description:
 1. Is the space going to store sensitive and confidential data? (data stored in external link are not considered)
 - a. If yes, you should look for alternative tool to store the information. (Confluence is not a correct tool for you)
 - b. If no, you may proceed to answer the remaining questions.
 2. Name of the Space
 3. Space visibility: Public / Private (By default, it should be **public with Anonymous to view**. avoid private spaces)
 4. Please provide email address of the space manager/administrator :
 5. Do you want group(s) to be created for this space ? If yes please provide the name of the group to be created.
 - a. If yes please share us the list of members who is contributing for this space :
 6. Please be aware that you can only request for new space in Syensqo.
 7. Could you please confirm whether the new space should be created is just a normal Confluence space? Or it should be a Briket Theme space?

◦ Request support on existing Confluence space

- Follow the same process as requesting new Confluence space.
- In the description, provide the following information so as the support will be able assist you:
 - The space's URL.
 - The detail of support you required on the space.

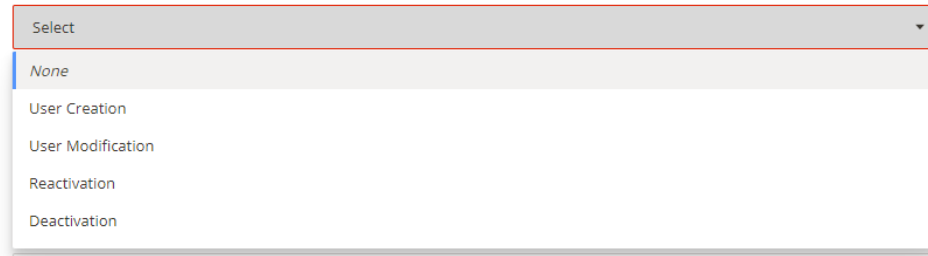
◦ Request access to an existing Confluence space

- On the Catalog, goto "**Main Access & Application Service Requests**" "**Application Access Request (Generic)**".



- In the request detail, provide the type of request.

Type of Request (required)



A screenshot of a dropdown menu. The menu is open, showing a list of options. The top option is 'Select' with a downward arrow. Below it is 'None'. The next three options are 'User Creation', 'User Modification', and 'Reactivation'. The bottom option is 'Deactivation'. The menu has a light gray background and a thin border.

- Select the application "**Confluence-SCo**".
- Within the Additional Information, please indicate the following information:
 - The page url or the space name you need access to.
 - Why do you need the access?
- With this request submitted, the Confluence support team will verify with the space owner on your request.