

To access our support ticket system, go to www.rombus.com and log in to the website using your Username and Password.



Username *

Password *

[Forgot your password?](#)

If you entered your existing support login details correctly you can then access the "My Account" area by clicking the button on the top right of the website.

Under the "My Account" area you can create new support tickets, view your previous tickets and edit your details.

To change the email (recommended) or password on your account, select the edit tab and enter your details, clicking save to confirm the changes.

Support Tickets

- Create a Support Ticket
- My Tickets

Home » user1 » user1

user1

[View](#) [Edit](#)

Current password

Enter your current password to change the E-mail address or Password. [Request new password](#)

E-mail address *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address if you wish to receive a new password or wish to receive certain news or notifications by e-mail

Password

Confirm password

To change the current user password, enter the new password in both fields.

▼ [Locale settings](#)

Time zone

Select the desired local time and time zone. Dates and times throughout this site will be displayed according to the selected time zone.

To submit a new support ticket, click create support ticket on the menu to the left.



Fill in the contact details of the user you are placing the ticket for and fault description. Once you are happy the information is accurate you can click "Create Support Ticket".

The image shows the 'Create Support Ticket' form. The breadcrumb trail is 'Home » Add content » Create Support Ticket'. The form has a title 'Create Support Ticket' and several input fields: 'Contact Name *', 'Contact Email *', 'Contact Telephone *', 'Subject *', and 'Fault Description *'. A 'Create Support Ticket' button is located at the bottom of the form.

You can view new and old tickets you have submitted by clicking "My Tickets" on the menu.

You can also view notes left by support engineers on your tickets, and submit notes of your own should you want to pass more information about the ticket, respond or if you made a mistake initially submitting your support call.

For customers with out of hours contracts, if a ticket is placed out of normal office hours our on call engineers will receive notification. If you are unsure what support you are entitled to, please contact ALN using the details below.