

CipherLAB 「 eRMA System 」

User Guide for Reseller/End User

(Only for Comprehensive Warranty User)

➤ *New Account Registration*

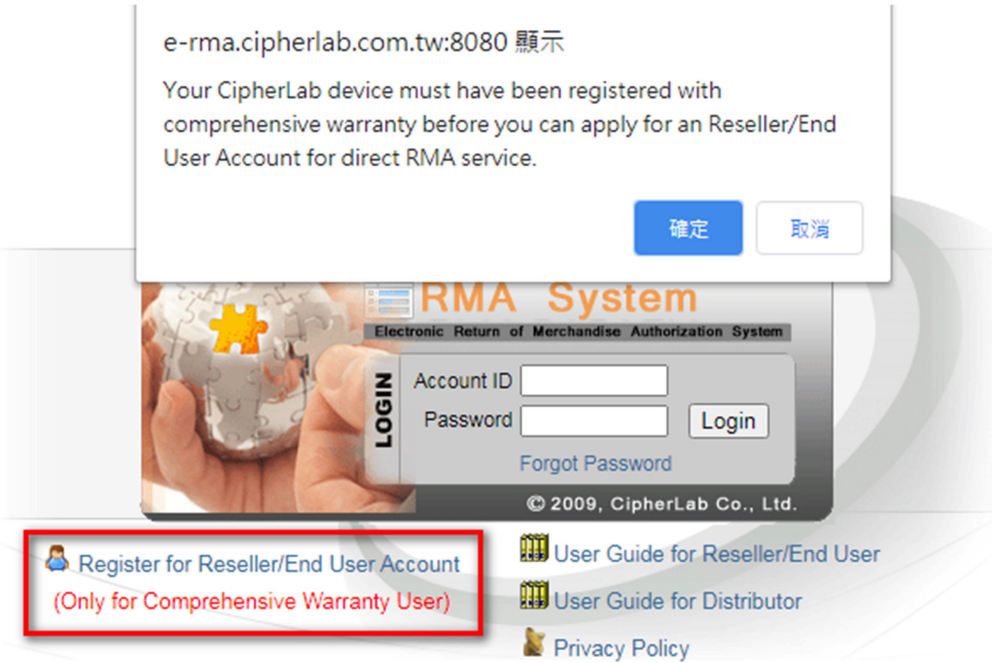
Issue Date : 2021/02/04

Version: v1.02

(IE 9 or Google Chrome is suggested for this application)

Please go to <http://e-rma.cipherlab.com.tw/Default.aspx> for application.

1. Click on “Register for Reseller/End User Account” to get into the “Applicant Information” page.



***By signing up CipherLab E-RMA system, you acknowledge that you consent to CipherLab's Privacy Policy. You can withdraw your consent at any time.**

2. Click on **Submit** after all required information is entered. A pop-up window shows “Apply successfully!” to confirm the request. (There will be a message if the email has been registered before), If you are Reseller, please tick the “Reseller” box.

Applicant Information

Company Name :

Contact person :

E-mail :

Reseller :

websvr2.cipherlab.com.tw:8888 顯示
This mailbox has been registered

3. You will receive email from CipherLab e-RMA system. Please click on the hyperlink in the mail to complete your registration information.

寄件者: RMA
收件者: Alice Tsai (蔡立詩); Maggie Chen (陳姍如); Fairy Chen (陳愉)
副本: salesadmin@cipherlab.com.tw
主旨: CipherLab e-RMA account confirmation notice

Dear ABC,
Your account has been created.
Please click on the hyperlink: <http://e-rma.cipherlab.com.tw>
to validate your e-mail address and activate your account.

== This is an automated system notification, please do not reply. ==

For any system operation issues, please contact
CipherLab Sales Administration
Address: 12F, 333 Dunhua S. Rd., Sec. 2, Taipei, Taiwan 106, R.O.C.
Tel: +886 2 27303066 Fax: +886 2 87323300
E-mail: salesadmin@cipherlab.com.tw

4. Click on **Submit** after your data entry. A pop-up window shows “Apply successfully!” to confirm acceptance and completion.

The screenshot shows a registration form with the following fields and values:

- Account ID : 0001383
- Customer Name : Alice TEST
- Password : Aa1234 (with a green checkmark and a note: "Protect your information with a password that consists of at least one uppercase English letter, one lowercase, and one Arabic numeral, total length is required 6 (six) characters.")
- Confirm Password : Aa1234 (with a green checkmark)
- Contact person : Alice TSai
- E-mail : alicet@ciph
- Tel : 886 2 86471166
- Fax : 886 2 86473300
- Shipping Address : 12F, Dunhua Rd.
- City : Taipei
- State/Province/Region : 106
- Country : TAIWAN-1
- Serial No : FG1 [redacted] (with a green checkmark)

A pop-up window titled "Add Successfully" is centered over the form, containing two buttons: "確定" (Confirm) and "取消" (Cancel).

Make sure the Serial number is with comprehensive warranty.

Please enter any of purchase Cipherlab product serial number :

Serial No : FG119

Your CipherLab device must have been registered with comprehensive warranty before you can apply for an End User Account for direct RMA service.

5. You will receive e-mail from CipherLab e-RMA system to confirm your registration. This Account ID and your

password are required for future login.

From: RMA ↓
Sent: Thursday, August 06, 2015 12:03 PM ↓
To: Alice Tsai (蔡立詩); Maggie Chen (陳熾如); Fairy Chen (陳愉) ↓
Cc: salesadmin@cipherlab.com.tw ↓
Subject: CipherLab e-RMA account confirmation notice ↓

Dear ABC, ↓

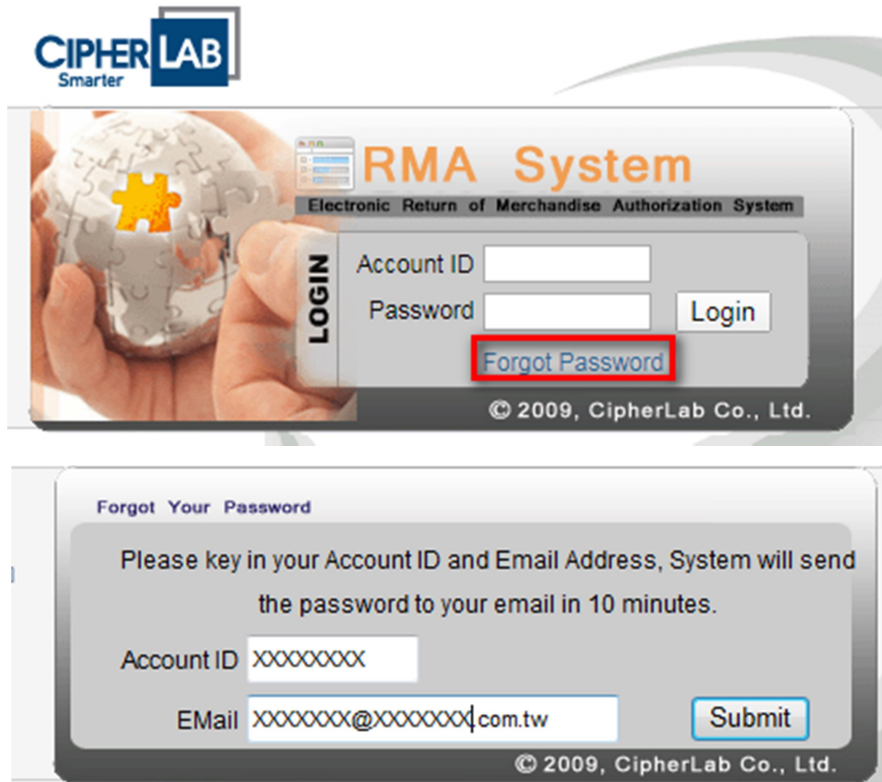
Your account 0000002 has been validated. ↓
Please keep this Account ID for future login. ↓
Please keep your password to access this account on <http://e-rma.cipherlab.com.tw> for RMA status.

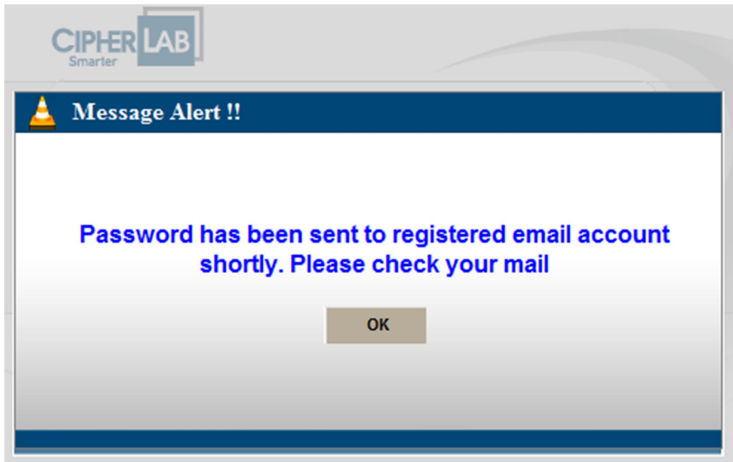
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E-mail: salesadmin@cipherlab.com.tw ↓

6. If you forgot your password, you can click on “Forgot Password” to receive the password in your registered e-mail.

Please be reminded that the e-mail address must be the same as the one you registered in the beginning.





7. You will receive this email with Login ID and Password.

寄件者: noreply
收件者: Alice Tsai (蔡立詩)
副本:
主旨: Your account information of CipherLab RMA system.

This mail is to replay you that your RMA account information as below.
Company Name: ABC Login ID: 0000002 Login Password: A11234
Please visit <http://e-rma.cipherlab.com.tw> and try to login with above ID and Password. It is recommended to change your password for security reason.
Thank you for using the RMA system.

== This is an automated system notification, please do not reply. ==
== For any system operation issues, please contact CipherLab RMA Administrator: e-rma@cipherlab.com.tw ==

Best Regards,
CipherLab RMA Service Center