

Chapter 4 - Help for ROM



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4. Help

If you encounter any technical issue, please contact the [EC External Relations Application Support](#) (ERAS).

Your request will be treated at the earliest possible.

Once the IT Helpdesk registers your help request, you will receive an automatically generated email which will contain the reference of your request ('SMT Reference' - the number prefixed by "IM"). Please use this reference in any future communication with the Helpdesk regarding this same request.

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