Global
OFFICE MACHINES

Need Support?

We're here to help.

service@gom.com.au

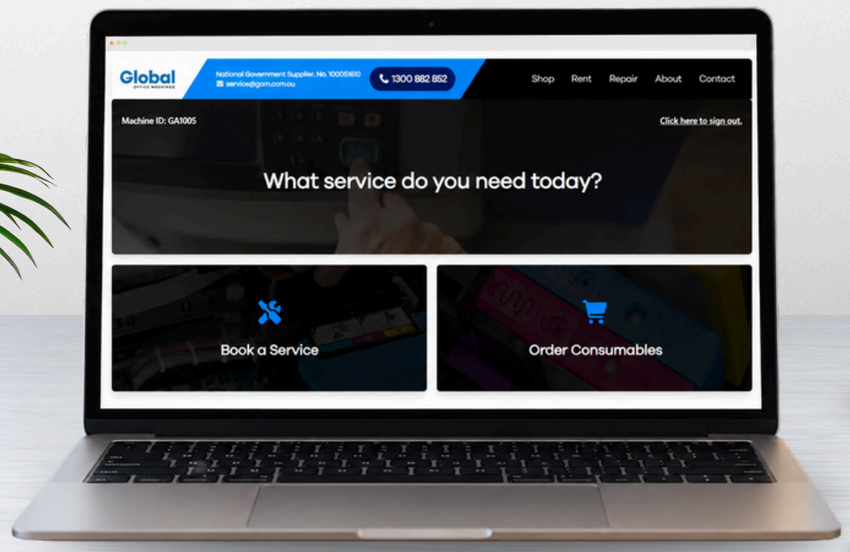
www.gom.com.au

1300 882 852

Customer Portal

HOW TO GUIDE

Book a service. Order consumables.
All in one place.







Access the Customer Portal

Scan the QR code or visit customer.gom.com.au

Getting Started

Access the GOM Customer Portal in 3 easy steps.

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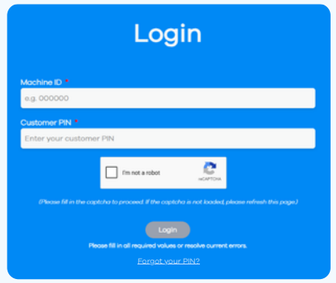
1. Scan to Access the Portal

Scan the QR code on your machine to access the Customer Portal.



2. Log into your Account

Enter your Machine ID and Customer PIN, complete the CAPTCHA and click Login.

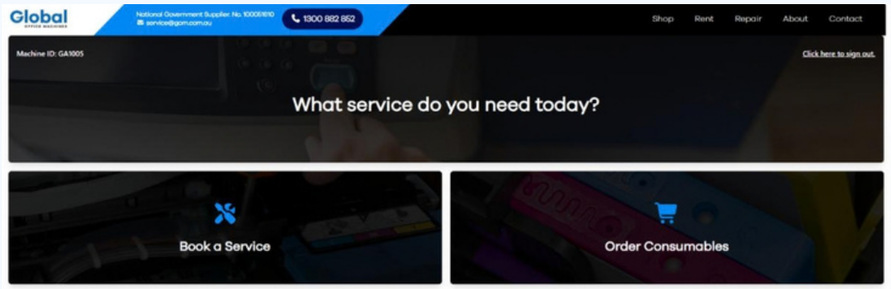


Forgot Your PIN?

Click "Forgot your PIN?" and your PIN will be sent to your **registered email address.**
Check your spam or junk folder if you cannot see it in your inbox.

3. Select the Service You Need

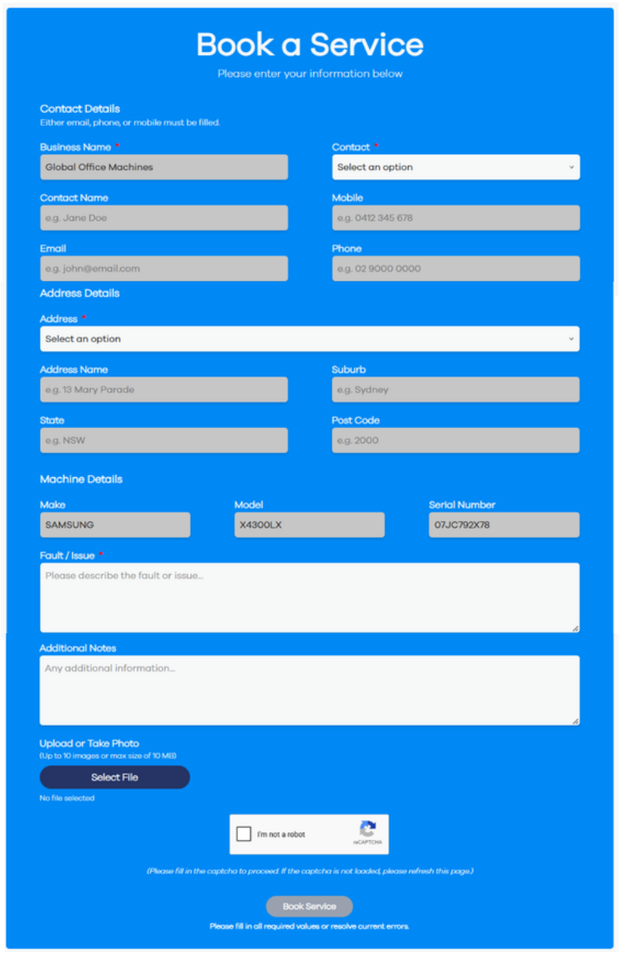
Choose **Book a Service** to request support, or **Order Consumables** to quickly order supplies for your registered machine.



Book a Service
Our support team will be in touch promptly to confirm your booking.

Order Consumables
Skip the queue and order all your supplies here!

Book a Service



Complete Your Details

Please confirm that all your details are correct and update any new or changed contact information

Add Machine Details & Describe the Issue

Select your address from the dropdown and confirm the details. For a new address, choose **Custom Address** and enter the details. Describe your machine issue, include any error messages or relevant information.

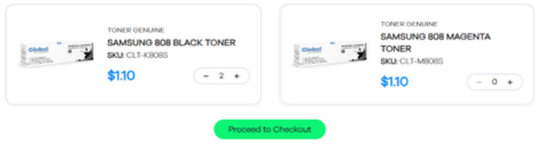
Upload a Photo & Submit

Upload print samples or photos of errors to help our technicians understand the issue. Then click Book a Service.

Order Consumables

Select Your Items Here

Select consumables and quantities for your machine, then proceed to checkout.



Review Your Billing Details

Please check your contact information and billing address are correct, and update any details if needed before proceeding.

Confirm Your Shipping Details

Please review your delivery contact information and shipping address to ensure your order is sent to the correct location.

Payment Details & Submit

Select your payment method, review your order details and total, then complete the CAPTCHA and click **Place Order**.

Your PIN is :

