Registering for a New Log In ID and Password for the Customer Support Portal

As a customer with a current maintenance contract for technical support, you may register for a customer support portal login here : https://www.r1soft.com/support-registration

1. Complete all of the fields in the registration form.

2. Click the "Submit" button.

3. R1Soft Server Backup Technical Support will be alerted to your request and will create a new account for you as quickly as possible. Once your account is created, you will receive an email containing your ID and password, sent from our automated portal system. The system will send an automated email to your registered email address using a "FROM" email address of "support-inbound@r1soft.com."

4. Please add this address to the "approved" list in your spam filter.

The below screenshot is an example of the email we will send to you:

