

Contact and Support

You are welcome to send us your questions or requests to [Computerome support \(computerome@dtu.dk\)](mailto:computerome@dtu.dk)

When requesting support, it is very helpful if you can include at least the following information:

- A relevant and descriptive **Subject**:
- Which system am I on - Computerome HPC or <named> cloud system - including specific node(s) you are working on.
- What I did - command line(s), loaded modules, working directory, jobid(s), etc.
 - Specifically for **login** issues, please *always* provide:
 - Tool you use (ThinLinc, SSH login)
 - Username
 - Hostname you connect to
 - Messages you receive
- What I want to happen
- What happened instead - warnings, error messages, logs, etc.

Please include messages a

Please send your support requests from your department e-mail address.