

RENTAL ORDER MANAGEMENT (ROM) PROCEDURES

If your school/organization is currently set up with Gaspard's Rental Order Management (ROM) system, please read the following document. If your school is not already set up on ROM, unfortunately the reason may be that your school/organization is not eligible.

Gaspard's ROM system allows you to access your account and order information 24/7, from any computer. You can easily manage your account by making additions, deletions, viewing order history and more on the ROM system.

To access your ROM account, please go to <http://rom.buildagrad.ca/> and use your ROM account number and your old password. If you forgot your password, it can be reset by following these steps:

- Open a web browser (Mozilla or Google Chrome are suggested)
- Type rom.buildagrad.ca into the address bar (at the top of the page) and press enter
- Click "Forgot Your Password"
- Type in your School Account Number (don't forget the dashes and the zeros!)
- Click "Send"
- An email containing a temporary password and instructions will be sent to the email address linked to your account

Below are some simple reminders on how to use the ROM system, to place your order online.

- To begin creating a new order, select "Create a New Order" and click the NEXT button
- Enter the event date by clicking on the calendar icon and selecting a date
- Type in a descriptive name for your order, e.g. "Grad 2018"
- Confirm that the contact information, shipping and billing information is correct then click the NEXT button
- Navigate through the website by following the instructions on each page, and by clicking the NEXT button
- When you have reached the final screen – the Summary page – check that your order is correct, then click the "Place Your Order" button
- Should any changes be required after placing your initial order: log on, click next (this will bring you to the Summary page), then click the "Make Changes to Order" button
- Click the page link that you need to edit in the blue bar at the top of the page and make your changes there
- Go back to the Summary page and click "Place your Order" to submit your changes
 - *This will not duplicate your order; it will only send us the updates for processing*

Should you require any assistance with ROM, please do not hesitate to contact your Graduation Specialist by email or telephone.