

How to Submit a Support Ticket

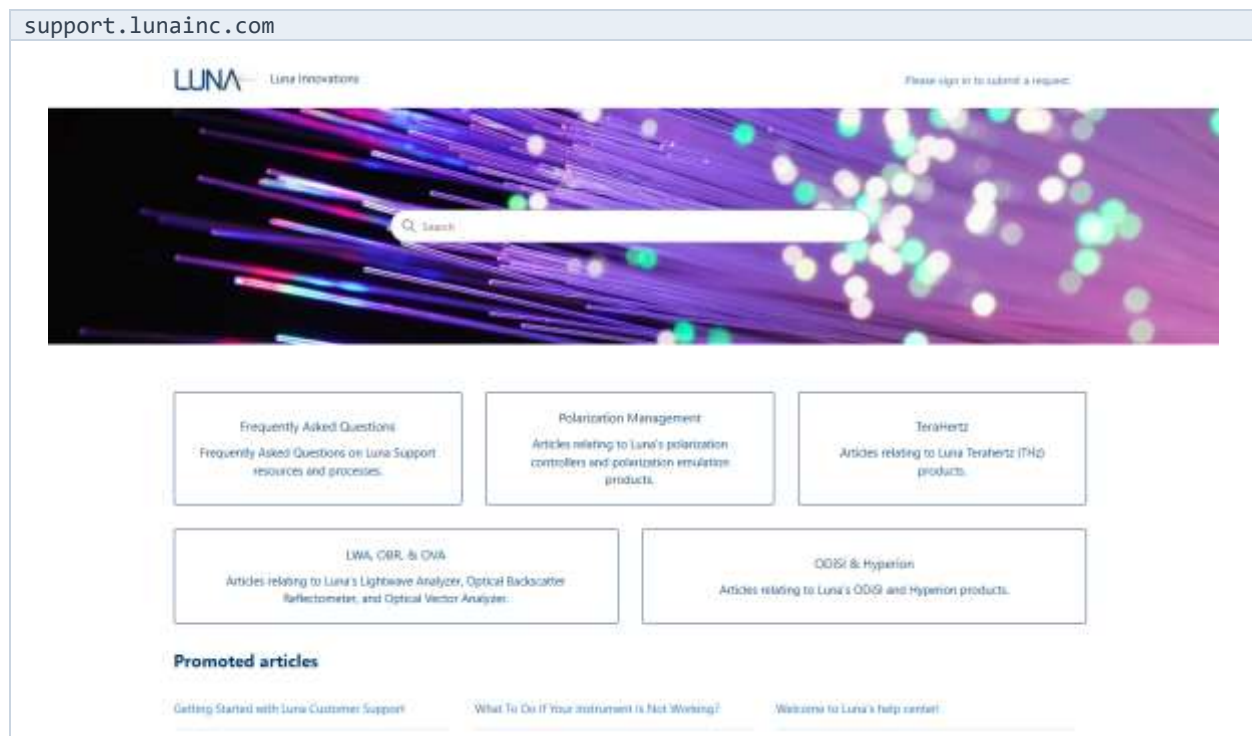
Luna Support Portal | Customer Quick-Start Guide

Luna's online support portal is the fastest way to get help with your Luna instrument or software. Requests submitted through the portal are logged and routed automatically to the right Luna expert, and you can track the status of your tickets in real time. This guide walks you through submitting a support ticket, from signing in to attaching files.

PLEASE NOTE As of July 1, 2025, new support tickets are created exclusively in the portal, and replies to tickets can no longer be sent by email. When Luna responds, you'll receive an email notification and can read and reply to the message in the portal.

Step 1 Go to the Luna Support Portal

Open your web browser and go to support.lunainc.com. You can also reach the portal from Luna's main website: visit lunainc.com, search for “support”, and open the article “How to Enter a Support Ticket,” which links to the portal.



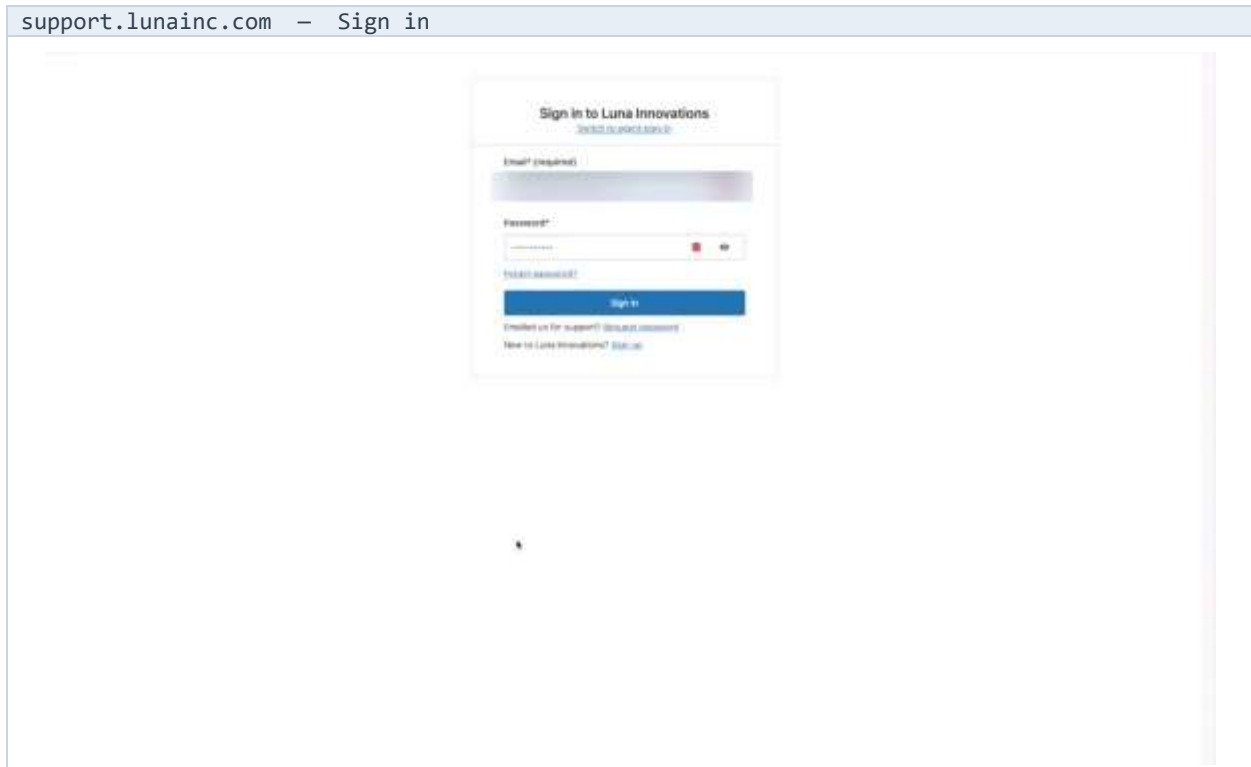
The Luna Support Portal home page. Notice the reminder at the top right: “Please sign in to submit a request.”

TIP Bookmark the portal! Before opening a ticket, it's worth checking the knowledge base on this page — **Search** or **Browse Categories** related to the product you have — your question may already be answered there.

Step 2 Sign in — or create your account

You must be signed in to submit a request. Click **Sign in** at the top right of the portal and enter your email address and password.

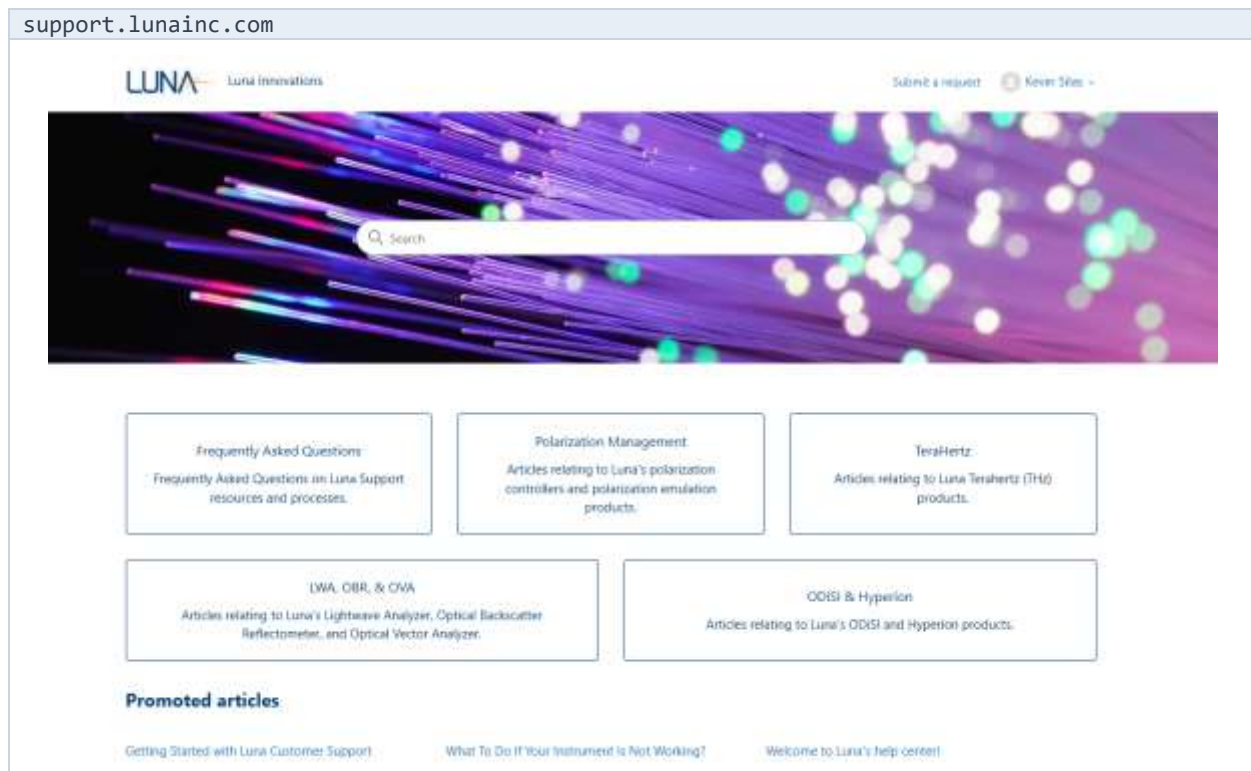
Don't have an account yet? Enter your email address and click **Forgot password?** (or use the **Sign up** link). You'll receive an email with an “activate account” link — follow it to set your password, and your account is ready. If you've contacted Luna support by email in the past, your account may already exist, so this same step simply sets your password.

The screenshot shows a web browser window with the address bar displaying "support.lunainc.com - Sign in". The main content area features a sign-in form titled "Sign in to Luna Innovations" with a sub-link "Forgot password?". The form includes an "Email? (required)" field, a "Password?" field with a toggle for "Show/Hide", and a "Forgot password?" link. A blue "Sign in" button is positioned below the password field. At the bottom of the form, there are two links: "Click here for support? (support@lunainc.com)" and "New to Luna Innovations? Sign up".

The sign-in page, with links for Forgot password?, Request password, and Sign up.

Step 3 Click “Submit a request”

Once signed in, your name appears at the top right of the portal, next to a **Submit a request** link. Click it to open the request form. From the menu under your name you can also view your existing requests, activities, and contact details at any time.



After signing in, use “Submit a request” at the top right of any portal page.

Step 4 Choose the type of request

The form first asks “What type of question do you have?” Choose the option that best fits:

- **Technical Support** — your Luna instrument isn't functioning properly or needs repair.
- **Applications Support** — questions about how to apply Luna's instruments to your use case.

LUNA Instruments

Submit a request

For this best support experience, we recommend CC'ing your local sales representative on this request.

Submit a request

What type of question do you have?

Technical Support (Most Luna instruments need functioning properly at basic request)

Applications Support (Questions about how to apply Luna's instruments to your use case)

Select Technical Support or Applications Support from the drop-down.

Step 5 Fill out the request form

Complete the form with as much detail as you can:

CC (optional)	Add teammates who should follow the ticket. For the best support experience, Luna recommends CC'ing your local sales representative.
Subject	A short summary of the issue.
Company	Your company or organization name.
Product Line	Select your product from the list — for example Lightwave Analyzer (LWA), OBR & OVA, ODiSI, Optical Components, Phoenix Lasers, Polarization Controllers, or Tunable Filters.
Serial Number	Found on the back or bottom of your Luna instrument.
Software Revision (optional)	The software version you're using — shown in the “About” section of the software.
Description	Describe the issue in detail: what you expected, what happened, and any error messages. A member of Luna's support staff will respond as soon as possible.

Submit a request

What type of question do you have?

Technical Support (Your Lunainc instrument isn't functioning properly or needs repair)

OR (optional)

Add photos

Subject

Priority

Product Line

Optical Components

Software Revision (optional)

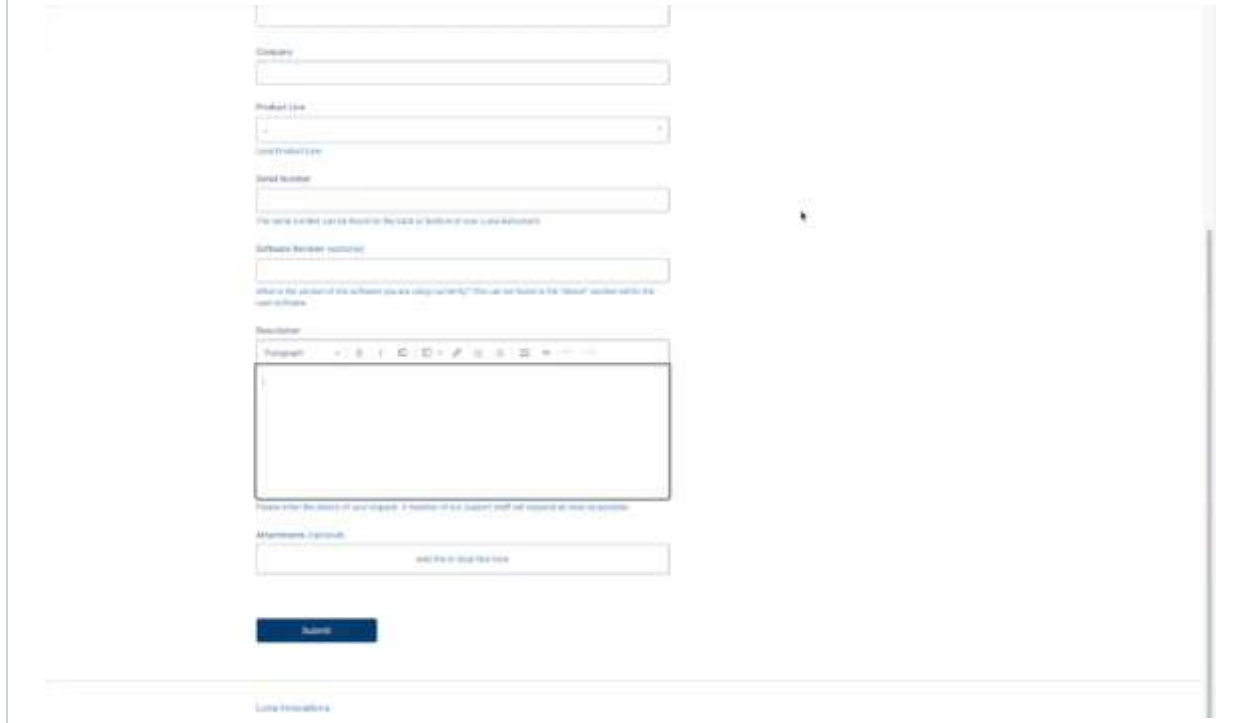
Description

Please enter the details of your request. A member of my support team will respond to you as soon as possible.

The request form, showing the Product Line drop-down and the guidance under each field.

Step 6 Attach files and submit

At the bottom of the form, use **Add file or drop files here** to attach anything that helps explain the issue — screenshots, diagrams, or data files you'd like to discuss. Then click **Submit**.

A screenshot of the Luna support request form. The form is titled "support.lunainc.com/hc/en-us/requests/new". It contains several input fields: "Company", "Product line", "Send feedback", "Send feedback", "Software version (optional)", "What is the problem with the software you are experiencing?", "Description", "Attachments (optional)", and a "Submit" button. The "Description" field is a large text area. The "Attachments" field has a placeholder text "Add file to help the team". The "Submit" button is a blue button with the text "Submit".

Drop attachments into the Attachments box, then click Submit.

Step 7 What happens next

Your request goes to Luna's support team and is routed to the correct specialist. You'll receive an email notification whenever a new message is available; open the ticket in the portal to read it and reply. You can check the status of all your tickets any time by signing in and choosing **My activities / Requests** from the menu under your name.

TIP Questions about this guide or need help reaching the right person? Contact your local Luna sales representative — they're happy to help you get set up on the portal.