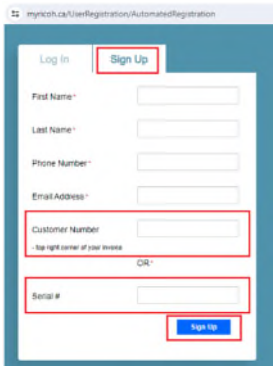
MyRicoh Customer Quick Reference

If at any time on any page you have issues engage the CHAT feature on the bottom right for agent support.

Sign up for MyRicoh or Create Account

Go to MyRicoh.ca and click on Sign Up
You will need one valid serial number **OR** your customer number.



Complete the required fields and click on the blue Sign up button.

You will receive an email to complete registration and set your password.

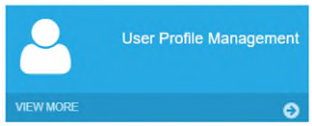
If you do not receive the email within a few minutes, ***please check your spam or junk folders*** in case it was redirected there by your organization.

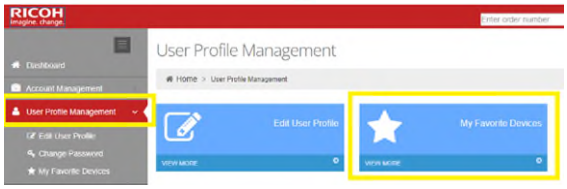
System stating serial number invalid.
Please ensure you double check data entry for any typos or spacing especially if you have copied and pasted the serial number from another location.
Still having issues? Please engage a chat agent to support you.

Add Machines to Device Favorites

This will ensure the best experience when using the MyRicoh portal.

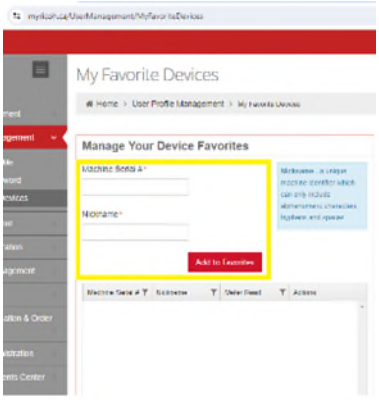
Go to **User Profile Management > My Favorite Devices**





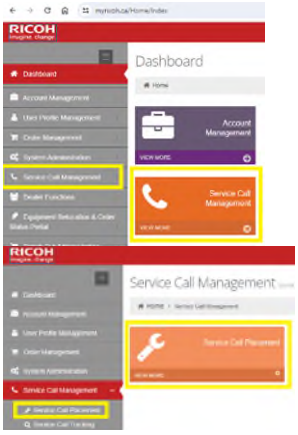
Follow instructions on this page to add your devices.

You can add them individually or do a bulk upload of multiple serials numbers at one time.

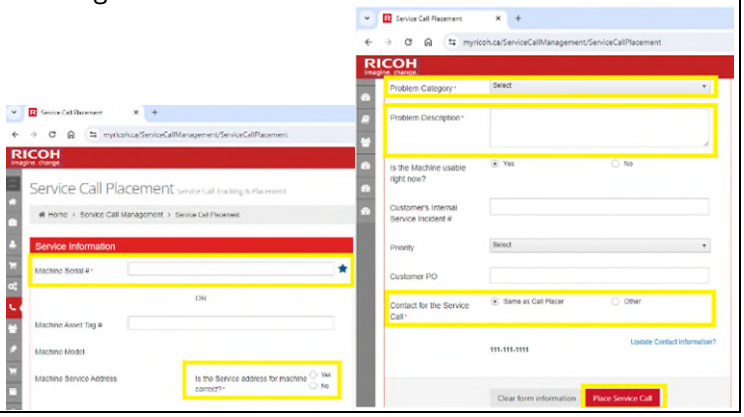


Log a Service Call

Go to Service Call Management > Service Call Placement



Complete the required fields and click on red Place Service Call button. Note you can type in your serial number or you can select from you Favorite Devices by clicking on the ★



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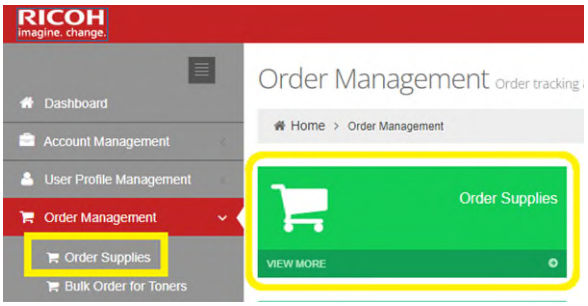
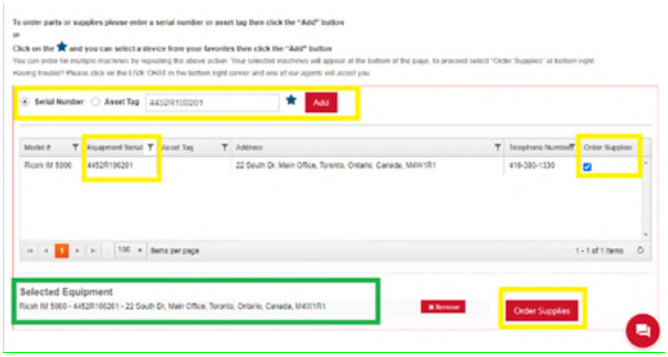
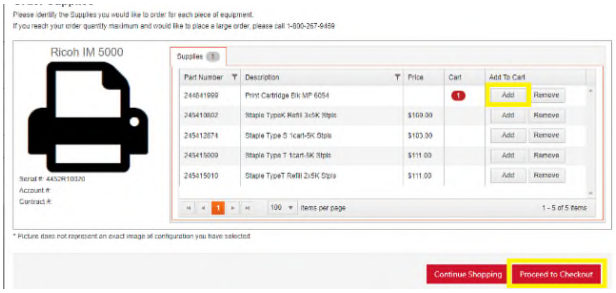
Order Supplies / Toner

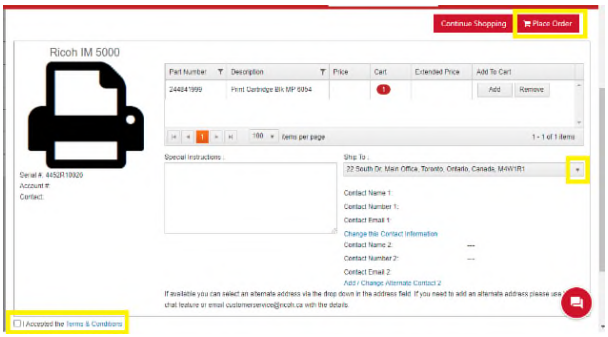
Go to Order Management > Order Supplies



Follow instructions on the page you will need your serial number or you can select from your Favorite Devices by clicking on the ★







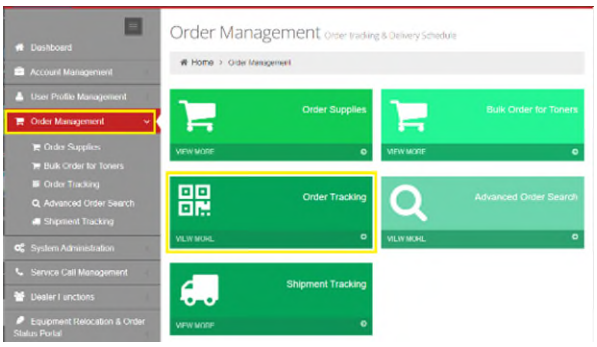
Once you place your order you will receive a pop up confirming your submission and a web confirmation #.

If you do not receive this pop up or your web reference # please engage the CHAT.

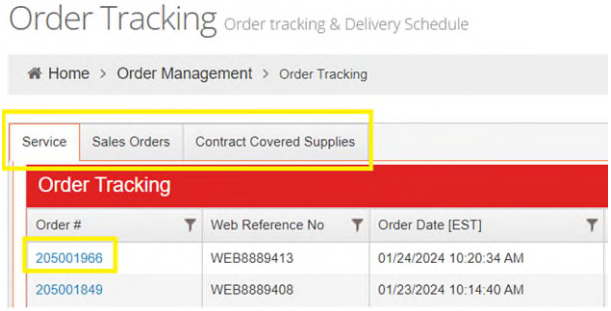
Inquire on status of service call or supply orders

For this module to work you MUST have your machines listed in your Device Favorites (see above for instructions)

Go to **Order Management > Order Tracking**



Select on the appropriate tab **Service / Sales orders /Contract Covered Supplies** for the order you are searching for.



Do not see your order? Ensure that your serial number(s) have been added to your Device Favorites.

Go to User Profile Management > My Favorite Devices to check or add serial numbers.

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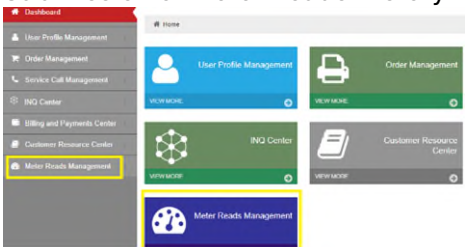
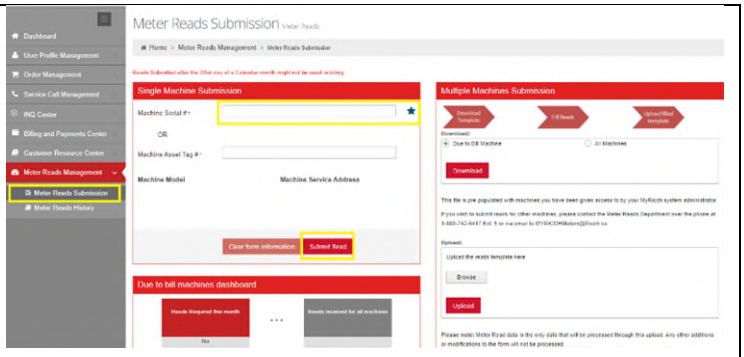
Submit or check a Meter Read

Go to Meter Reads Management > Meter Reads Submission or Meter Reads History



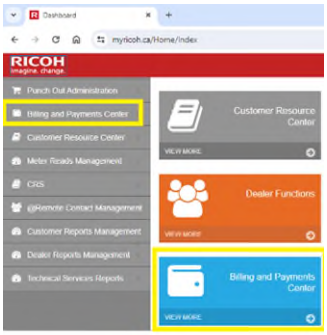
You are able to submit for single or multiple device(s).



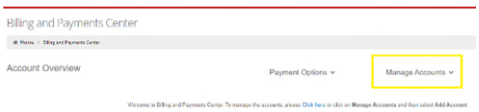
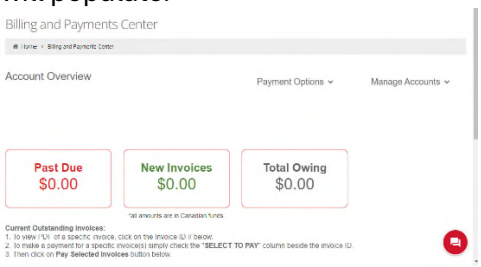
I want to pay my invoice?

Only credit card payments may be done via MyRicoh.

All other payments please see the remittance instructions on the back of your invoice.



First you will need to set up your account



Once your Account details are added this screen below will populate.