

# [WWW.MyRicoh.com](http://WWW.MyRicoh.com)

Web page for placing service call, meter reads, and ordering supplies.

**RICOH**  
imagine. change.

[Register](#) | [Customer Service](#) | [Ricoh-USA](#)

[Click to call](#)

[Click to chat](#)

Welcome to MyRicoh.

Log In

Email Address / User Name

Password (Case Sensitive)

Remember me

Log In

[Forgot Password?](#)

[Not a member? Register](#)

Save time with MyRicoh.



Browse products, supplies and technology services in Ricoh's catalog, then place and track orders.



Submit meter reads for Ricoh devices.



Submit and track service requests.

Enter your login and password and click on login. (current customer should of received an email with login and password) If you do not have a login and password click on register. (follow the instructions)

When registering you need to make sure you have the Equipment ID Number for each equipment you are registering (this is located on the silver sticker above the bar code)

There is no limit as to how many people can be registered to the same piece of equipment

You only have to register the equipment once because the next time you login your list will populate what you registered

# Complete Registration Page (New):

Select "Next"

Select "Add Equipment"

[Home](#) > [Registration](#) > [Select Meter Contact Preferences](#)

## EID/Serial Search Results

You searched for Equipment ID/ Config or Mfg Serial: 10625529  
If you do not find your desired results in the table below, you may search again at the bottom of the page.

Results		
Manufacturer & Model	Equipment ID/ Config or Mfg Serial	Site Reference & Address
RICOH AF2027SP	<a href="#">10625529</a> / <a href="#">C11041610</a>	[SHOP] 7131 RIVERSIDE PKWY TULSA OK 74136-5053

[Add Equipment](#)

Chat Live With a  
MyRicoh Specialist  
[CLICK TO CHAT](#)

Receive a Free Call  
From a MyRicoh Agent  
[CLICK TO TALK](#)

**Search to Add Additional Equipment**

Did not find the Equipment ID or Config/Mfg Serial you were looking for? Enter in a new Equipment ID or Config/Mfg Serial to search again or you may fill out the [Equipment Not Found Form](#) and we will help to complete your registration. Alternatively, you can select the [Click to Chat](#) or [Click to Talk](#) options for assistance in your registration as well.

Equipment ID or Config/Mfg Serial:  [Find](#)

[Privacy Policy](#) | [Terms & Conditions](#)

© 2010-2011 Ricoh Americas Corp. All Rights Reserved.

# Make sure your information is correct

## RICOH CUSTOMER RESOURCE CENTER

[Login](#) | [Contact Us](#)

[Home](#)

[Resources](#)

[About Ricoh](#)

[Home](#) > [Registration](#) > [Select Meter Contact Preferences](#) > [Review](#)

## Review Registration Details

Please review the details entered below to ensure accuracy of your registration before clicking on Submit to continue using MyRicoh. Else, please click on the Back button to make the necessary changes to your registration information before you continue.

Personal Information		
First Name:	Stefany	
Middle Name:		
Last Name:	Howell	
Phone:	(918) 4995550 Ext:	
Username & Role		
E-mail:	stefany.howell@ricoh-usa.com	
Password:	●●●●●●●●	
Equipment ID or Config/Mfg Serial:	10625529	
Manufacturer & Model	EID/Config or Mfg Serial	Address
RICOH AF2027SP	10625529/ C11041610	[SHOP] 7131 RIVERSIDE PKWY TULSA OK 74136-5053

Chat Live With a  
MyRicoh Specialist  
[CLICK TO CHAT](#)

Receive a Free Call  
From a MyRicoh Agent  
[CLICK TO TALK](#)

[← Back](#)

[× Cancel](#)

[Submit](#)

[Privacy Policy](#) | [Terms & Conditions](#)

© 2010-2011 Ricoh Americas Corp. All Rights Reserved.

## Select “Submit”

Select [Welcome](#) if the “Welcome to the Customer Resource Center” page does not come up automatically

The screenshot shows the Ricoh Customer Resource Center registration success page. At the top, the header reads "RICOH CUSTOMER RESOURCE CENTER" with "Login" and "Contact Us" links. Below the header is a navigation bar with "Home", "Resources", and "About Ricoh" buttons. A breadcrumb trail shows "Home > Registration > Success!". The main heading is "Registration", followed by a thank-you message: "Thank you for your registration! You may continue to add more equipment to your account on the [My Equipment](#) page. You will be automatically redirected to the [Welcome](#) page after 10 seconds or you may click here to enter the site." On the right side, there are two chat options: "Chat Live With a MyRico Specialist" with a "CLICK TO CHAT" button and "Receive a Free Call From a MyRico Agent" with a "CLICK TO TALK" button.

This is the screen that you will see once your logged in.....

The screenshot shows the Ricoh MyRico account dashboard. The header includes the Ricoh logo with the tagline "imagine. change.", a notification bell, the user name "Hello, Shelley", a shopping cart icon with "(0)", and links for "Profile", "Lists", "Customer Service", and "Log out". Below the header is a navigation bar with "MyRico", "Equipment: Service & Supplies", "Meter Reads", "Store", "Order Center", and "Support" tabs. The main content area is divided into several sections: "RicoH Usa" with account details (Account #2019720, Customer Service: 1-800-456-6457), "Order Supplies" with a "Choose a Device" dropdown and an "Order Supplies" button, "Order Center" with a message about no order activity in over 30 days, "Service Requests" showing one request for "RICOH MPC3503" (Equipment ID 13388960) created on 10/19/2015 and closed on 10/19/2015, and "Lists" with a message stating "You have no lists." and a link to "Go to Lists".

[Service Request](#) You can place and track a service call, view a 12 month service history and escalate an open service request

[Supplies](#) This allows you to order supplies, track, and view history.

[Meter Tab](#) This allows you report meters if you are the responsible party.

[Support Tab will take you to Knowledge Base](#) This allows you to find answers about your equipment, you can search by product, category, keywords, or phrases.

Some of these options you will see through the web:

[@Remote](#) This is an internet based remote management tool for your digital multi-purpose devices and laser printers. It monitors field activity, places service calls and reports meter readings.

[Manuals and Downloads](#) This will allow you to download manual or the most current driver.

[Knowledge Base](#) This allows you to find answers about your equipment, you can search by product, category, keywords, or phrases.

Once you click on service request, this screen comes up.....

Welcome > My Equipment & Service

**My Profile**

Shelley Ladd  
Ricoh Usa  
[shelley.ladd@ricoh-usa.com](mailto:shelley.ladd@ricoh-usa.com)  
[Edit My Profile](#)

**Approval Inbox**

[Orders\(0\)](#)

**My Requests**

[Orders\(0\)](#)

**My Equipment**

- Service
  - [Service Requests](#)
  - [Knowledge Base](#)
  - [@Remote](#)
  - [Manuals & Downloads](#)

### My Equipment & Service

Items 1 - 1 of 1

Manufacturer & Model	EID / Config or Mfg Serial	Address	Open SR	Personal Tag	Next Meter Due Date	
RICOH MPC3503	13388960/ C84110812	9434 LIMA RD FORT WAYNE IN US 46818-8934	Yes	E163M760948	@	<a href="#">Update</a>   <a href="#">Delete</a> <a href="#">Request Service</a> <a href="#">How To Videos</a>

First | Previous 1 - 1 of 1 Next | Last

[Service Status & History](#) [Meter Read](#) [Order Supplies](#)

#### Search to Add Additional Equipment

Enter your serial number or EID and then click Find to associate yourself to the machine for which you have responsibilities.

Equipment ID or Config/Mfg Serial:  [Find](#)

You then select equipment and click on request service (to the Right) then it will give you several options (chat to someone, trouble shoot options to try, or continue placing call)  
 If click on Create Service Request, you will see this screen.....

**MyRICOH** imagine. change. Profile | Lists | Customer Service | Log out

Hello, **Shelley** (0) [Click to call](#) [Click to chat](#)

**MyRICOH** | **Equipment: Service & Supplies** | **Meter Reads** | **Store** | **Order Center** | **Support**

Welcome > My Equipment > C84110812 > Request Service > **Service Request Status & History**

**My Profile**

Shelley Ladd  
 Ricoh Usa  
[shelley.ladd@ricoh-usa.com](mailto:shelley.ladd@ricoh-usa.com)  
[Edit My Profile](#)

**Approval Inbox**

[Orders\(0\)](#)

**My Requests**

[Orders\(0\)](#)

### Open Service Requests

Current open for Service Requests for the following equipment

Equipment ID 13388960  
 Serial Number C84110812  
 Model Number MPC3503  
 Manufacturer RICOH

Service Request / IVR	Problem Summary	Status	Creation Date	Last Update
83933370	TOA-Part broken	OPEN	11/13/2015	11/13/2015

First | Previous 1 - 1 of 1 Next | Last

[Back](#) [Create Service request](#)

Click on Service Request: it will give you several options but you can click on Create Service Request and this screen will pop up

MyRICOH.com - Knowledge Base Solutions | Ricoh USA - Windows Internet Explorer

https://www.myrich.com/OA\_HTML/RACIBUMyEquipmentsMain.jsp

File Edit View Favorites Tools Help

MyRICOH.com - Knowledge Base Solutions | Ricoh...

**My Profile**

Shelley Ladd  
 Ikon Office Solutions  
[shelley.ladd@riook-usa.com](mailto:shelley.ladd@riook-usa.com)  
[Edit My Profile](#)

**My Equipment & Service**

- Service Requests
- Knowledge Base
- @Remote
- Manuals & Downloads

### Global Knowledge Solutions for Listed Problems

- [SC501 / SC502 / SC503](#)
- [Lines or Copies](#)
- [Unable to Scan to Email](#)
- [Install Printer](#)
- [Scan to Fax to E-mail](#)

### Chat or Talk to an agent to solve listed problem(s)

- Turn on User Codes
- False Add Toner Message / Replace Toner
- False Add / Load Paper Message
- Unable to Transmit Fax

Is your issue listed above and need help? Cannot find guidance on your problem? An agent can help you...

[Chat with a Technical Support Agent](#) [Talk with a Technical Support Agent](#)

You may also place a service request to set up an appointment with a technician...

[Cancel](#) [Create Service Request](#)

Enter information and continue following instructions. This will be sent to technician.

At any point if you have questions or problems: you can choose to chat live with MyRicoh specialist or Receive a call from a MyRicoh Agent (these are located within MyRicoh site), contact them via email [MyRicoh@ricoh-usa.com](mailto:MyRicoh@ricoh-usa.com), or call 1-866-239-8494