



Ricoh is pleased to introduce our online customer portal, MyRicoh.com that will make ordering and tracking supplies as easy as clicking a button!

Using MyRicoh.com, you are able to:

- Place and track supply orders
- Place and track service requests
- View a 12 month service history
- Escalate or cancel an open service request
- Enter meter readings

Registering on MyRicoh.com

- Navigate to www.MyRicoh.com
- Click Register
- Enter the requested information, including one Equipment ID number, then click **NEXT**
 - If you cannot locate your equipment, please use the Equipment Not Found Form
- Click **Add Equipment**, then review information and **SUBMIT**
- In the past, if you have submitted a service request on IKON.com you have already been pre-registered for MyRicoh.com
 - Your user name is your email address
 - If you don't know your password, enter your user name on the log-in screen and select **FORGOT PASSWORD**

Placing and Tracking a Supply Order

- Login to MyRicoh.com (see above for creating an account if you do not already have one)
 - Select the **Remember Me** box to be automatically logged in each time you access the site (must have cookies enabled)
- Click the My Equipment and Service tab
- Select the Equipment ID requiring supplies and click the Order Supplies button
- Add the desired supplies to your cart
- Complete the checkout process
 - You may search for a different shipping & billing address if the one that defaults is not correct
- Review and Submit your order
- You will receive a confirmation number and email confirmation when your order is placed
 - You will also receive an email when your order is shipped

Contacts/Help

Phone: 866-239-8494

E-Mail: MyRicoh@ricoh-usa.com

Chat: Use the Chat/Talk feature within MyRicoh

View the MyRicoh Tutorials on the Contact Us page on MyRicoh.com

Using MyRicoh.com is quick, easy and safe. For more information on how to use MyRicoh take a few minutes to watch the tutorial posted in the Welcome and My Equipment sections on the site.