How to Register in the MyRicoh Website

Welcome to my.ricoh

- Browse products, place & track orders online
- Receive personalized alerts for tasks that require attention
- Submit meter reads for your Ricoh devices
- Submit service requests for your devices
1- Go to https://my.ricoh-usa.com/
You may need to close your web browser when registering the first time.

2- Click the Register New User link located to the right of the Log In tab on the MyRicoh login page. Ricoh Imaging dealers have a separate link on the right side of the page, and other dealers have an FAQ to explain how to proceed.
3- On the registration page, enter and confirm your email address as the username.

4- Create password.

my.ricoh Registration

my.ricoh is the place to order supplies and manage your Ricoh equipment and account.
You must be a Ricoh customer to use this site.

All fields are required unless otherwise noted.

User name and password

Email address

Your email address will become your User name on my.ricoh.

Confirm email address

Ricoh Managed Services employees: You must register using your Ricoh USA email address.

Password

Passwords must:
- Be at least 8 characters in length.
- Contain at least one (1) character and one (1) number.

Passwords are case sensitive.

Confirm password

Passwords cannot:
- Contain the user name.
- Contain repeating characters.
- e.g., Book1234 or User999
5- Enter an account number OR serial number/equipment ID number.

**Please note:** If registering with your account number, you would need to add equipment to the profile after the registration is completed.
6- The next step is to enter contact information that will be used for service and supplies and indicate whether you will be a meter contact and if you will be managing all the machines and users for your organization.
7- Check I’m not a robot and click Submit registration.
8- A verification email will be sent to you.

my.ricoh Registration

To complete your registration, you must verify your account.

We have sent a verification email to the email address that you used for registration.
Click the link in the verification email or copy and paste the link into your browser's address bar to verify your account.
If you do not verify your account within 2 hours, you will need to register again.
If you did not receive a verification email, request to resend the verification link.
Be sure to check your spam/junk mail folders and add no-reply@ricoh-usa.com to your safe senders list.

User name
-@ricoh-usa.com

Account verification

Serial number: V8
Account
Note: If you have additional pieces of equipment, they may be associated to your account after your registration is complete.
Toner supplies are included with the device maintenance and are at no cost.

If you order the supplies and select “overnight shipping” that action will generate freight charges.

Normal UPS ground takes 3-5 days. We ask that you please be mindful of supply levels.
How to get support

Immediate Support

Preferred Option: Live Chat

Phone Option: 888-456-6457, Option 6

- Please avoid overnight shipment of supplies as this will generate costs. Toner orders are typically delivered in 3-5 business days.