

# 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



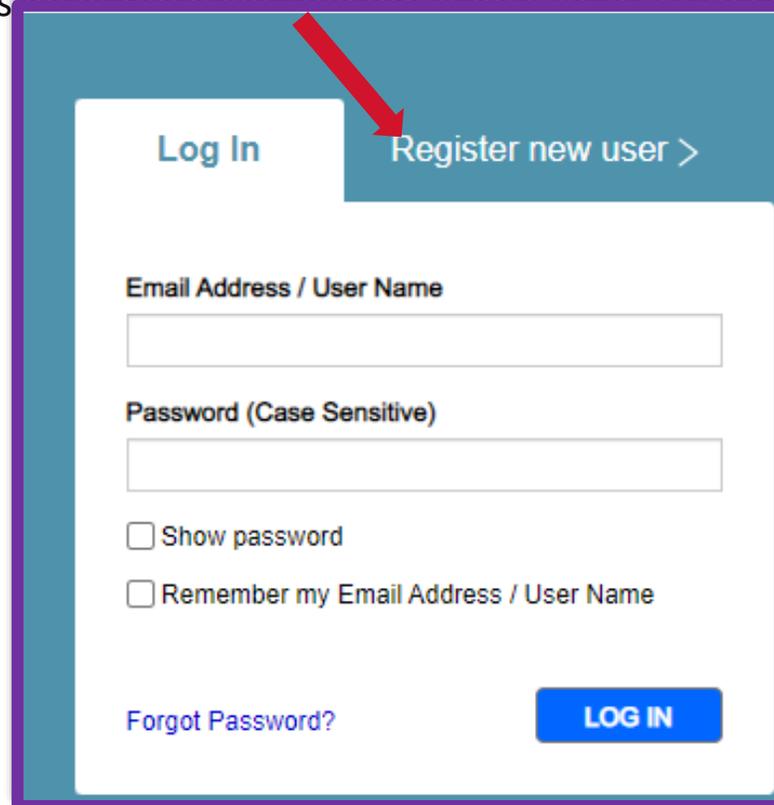
Submit service  
requests for your  
devices

# Registration Instruction

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.



The screenshot shows a login form with a teal header. On the left is a 'Log In' tab, and on the right is a 'Register new user >' link. A red arrow points to the 'Register new user >' link. Below the tabs are two input fields: 'Email Address / User Name' and 'Password (Case Sensitive)'. There are two checkboxes: 'Show password' and 'Remember my Email Address / User Name'. At the bottom left is a 'Forgot Password?' link, and at the bottom right is a blue 'LOG IN' button.

# Registration Instruction

3- On the registration page, enter and confirm your email address as the username.

4- Create password.

## my.ricoh Registration

[I am a Ricoh Imaging Dealer](#) [Other Dealer or Distributor?](#)

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

<b>Email address</b> <input type="text"/>	Your email address will become your User name on my.ricoh.
<b>Confirm email address</b> <input type="text"/>	Ricoh Managed Services employees: You <i>must</i> register using your Ricoh USA email address.
<b>Password</b> <input type="text"/> Passwords are case sensitive.	<b>Passwords must:</b> Be at least 8 characters in length. Contain at least one (1) character and one (1) number.
<b>Confirm password</b> <input type="text"/> Passwords are case sensitive.	<b>Passwords cannot:</b> Contain the user name. Contain repeating characters, e.g., Book1234 or User9999

# Registration Instruction

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.

### Account verification

Enter a serial number or equipment ID? [What's this?](#)

..... OR .....

Enter your Ricoh account number

**Ricoh Managed Services employees ONLY**

Enter your project number

Note: If you have additional pieces of equipment, they may be associated to your account after your registration is complete.

# Registration Instruction

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.

### User information

First name				Last name						
<input type="text"/>				<input type="text"/>						
Phone (primary)	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	Ext	<input type="text"/>	Primary phone location	<input type="text" value="Select one"/>	▼
Phone (secondary) optional	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	Ext	<input type="text"/>	Secondary phone location optional	<input type="text" value="Select one"/>	▼
Will you need to submit Meter Reads?										
<input type="radio"/> Yes <input checked="" type="radio"/> No										
Will you need to manage other users on MyRicoh?										
<input type="radio"/> Yes <input checked="" type="radio"/> No										

# Registration Instruction

7- Check I'm not a robot and click Submit registration.

Check the box below to proceed.

I'm not a robot   
reCAPTCHA  
[Privacy](#) • [Terms](#)

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.

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#### User name

.@ricoh-usa.com

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#### Account verification

Serial number V6

Account

**Note:** If you have additional pieces of equipment, they may be associated to your account after your registration is complete.

Please do not order toner and have it shipped overnight!! This action generates shipping charges that are billable back to your department. Make sure your name/department is identified

- 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



**RICOH**  
imagine. change.

# How to get support

**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

Select this chat option for MyRicoth help

Website Assistance

Account or Invoice

Equipment Move

Something else

CHAT

Support and Downloads

Other Resources

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.**

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