www.RicohDirect.com
A Self-service Web Portal for Ricoh Customers

RicohDirect is a full-service portal that enables Ricoh customers to complete a wide range of essential account management tasks, 24 hours a day, seven days a week, from any Web-connected device.

Save time with 24/7 access
• Manage your account from anywhere
• Complete tasks at your convenience
• Accomplish more in less time
• Immediate email confirmation for all inquiries

Safe, secure transactions
• Password-protected access
• All account information stays private
• Roles-based access control

Point-and-click simplicity
• Intuitive, easy-to-use interface
• Find exactly what you need in seconds
• Request service or enter meter readings for multiple systems at multiple sites
• View status reports of all active service calls
• See a 12-month service history for any system

How to register
1. Go to www.RicohDirect.com
2. Click on “Register”
3. Complete the registration form
4. Use the search function to identify the systems you manage
5. Verify your information and click “Submit”

For more information about RicohDirect, send an email to RicohDirect@ricoh-usa.com or call 1.866.239.8494.
Q: WHAT IS RICOHDIRECT?
   A full-service Web portal where you can:
   1. Request service
   2. Submit meter readings
   3. Order supplies
   4. Track account status

Q: HOW WILL IT HELP ME?
   1. Instant, 24/7 access to account information
   2. Desktop icon shortcut means you never have to
      look up a phone number
   3. Your equipment is associated to related supplies,
      all with contract pricing
   4. Accurate, up-to-date information about your
      account
   5. Email confirmation for your records
   6. Email reminders if a meter reading is due
   7. Access to information for the hearing impaired
   8. No waiting on the phone

Q: WHO CAN USE RICOHDIRECT?
   1. All Ricoh customers who register at
      www.RicohDirect.com
   2. If you are already registered, you may be instructed
      to use Password Help

Q: HOW DO I GET STARTED?
   1. Go to www.RicohDirect.com
   2. Click on “Register”
   3. Complete the registration form
   4. Use the search function to identify the systems you
      manage (by model and serial number)
   5. Verify your information and click “Submit”
   6. You will receive a confirmation email from Ricoh
      in minutes
   7. You can immediately log in and use the site

Q: WHY CAN’T I REGISTER?
   1. Your email address may already be registered in our
      contact information database
   2. If you are not sure, try to register
   3. If your email address is already registered, you can
      use Password Help to gain access to your account
      information

Q: HOW WAS I ALREADY REGISTERED?
   If you provided your email address to Ricoh when
   placing a service call, ordering supplies, or submitting
   a meter reading, we may have pre-registered you
   with RicohDirect.com.

Q: WHAT IS PASSWORD HELP?
   Password Help will enable you to receive log-in
   information via email if you are already registered
   with the site.

Q: WHO CAN I CONTACT FOR HELP?
   Email our support team at RicohDirect@ricoh-usa.com

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