

### **HOW DO I CREATE AN ACCOUNT?**

1. Go to [www.RicohDirect.com](http://www.RicohDirect.com) and click on “Register”
2. Complete the requested information
  - a. Your email address is your username
  - b. Passwords must be at least 6 characters
3. Click “Next” to advance to Step 2 of registration
4. Enter the exact Ricoh model and serial number of your equipment
5. Click “Search”
6. Click “Select” next to your equipment
7. Repeat Steps 4-6 for each piece of your Ricoh equipment
8. Click “Next” and review for accuracy
9. Click “Submit”
10. You will receive confirmation from RicohDirect via email

### **HOW DO I ORDER SUPPLIES?**

1. Go to [www.RicohDirect.com](http://www.RicohDirect.com)
2. Enter your username and password and click “Login”
3. Click “Order Supplies” next to your equipment
4. Enter the quantity of supplies
5. Click the red “Add All” shopping cart button
6. Click the “Checkout” button
7. Enter all necessary contact/billing information
8. Click “Next” and review for accuracy
9. Click “Submit”
10. You will receive confirmation from RicohDirect via email

### **RICOHDIRECT HELPFUL HINTS**

- Request support by email at [RicohDirect@ricoh-usa.com](mailto:RicohDirect@ricoh-usa.com), or by phone at (866) 239-8494
- The “Forgot your password” link is available on both the Home and Login pages
- If you have a toner inclusive contract, orders are limited to one carton per machine, per order
- Saved shopping carts can be accessed from the My Account page, and can be used to re-order the same items over and over