

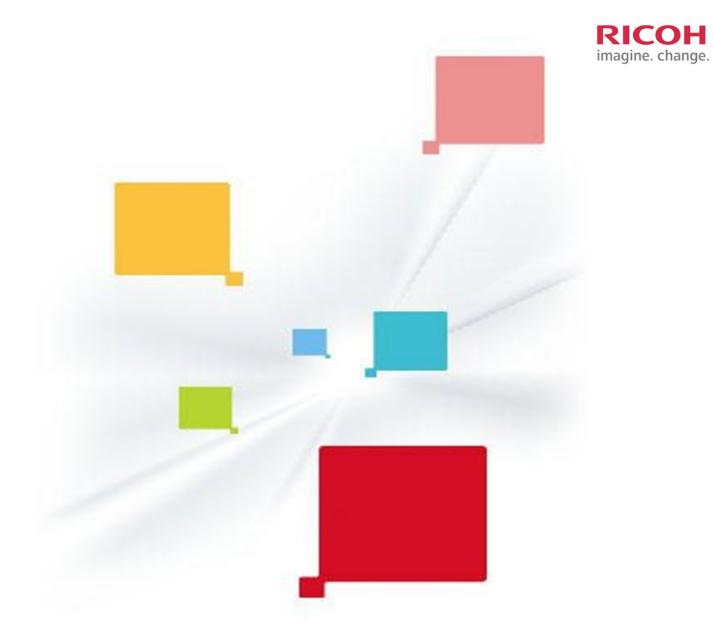
# Niagara College Ricoh Store Front [RSF]

### FACULTY USER GUIDE Version 4.1

### "What is Ricoh Store Front [RSF]?

Ricoh Store Front (RSF) is a website offered by Ricoh Management Services (RMS) that allows customers to order print products online 24/7 from within the college or outside the college. RSF offers a quick and easy print ordering experience similar to other online retail stores that you may be familiar with."

Ricoh Management Services [RMS] Oct/2014



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### How to access the RSF storefront

#### Accessing the RSF

You can access the site from a web browser (such as MS Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome).

#### Logging into RSF

3

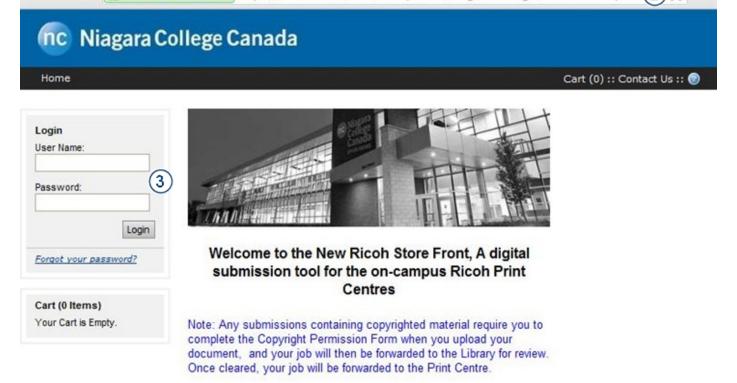
Connect to the Internet by starting your web browser.

2 Enter the web address (URL) for the site in the address field at the top of the browser window. The address is: *https://dsf.ricoh.ca/DSF/Companies/niagaracollege/storefront.aspx*.

Under Login enter your User Name and Password.



← → C 🔓 Ricoh Canada Inc. [CA] https://dsf.ricoh.ca/DSF/Companies/niagaracollege/storefront.aspx (2)☆



#### Note!

Your account will be already registered with RSF and user name and initial password will be provided by Ricoh Document Management (RDM).

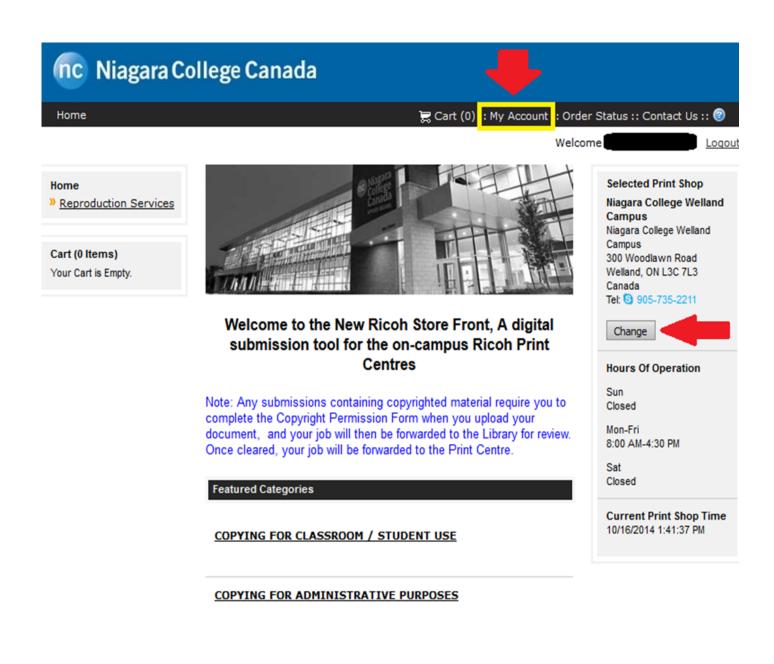


#### **Home Screen**

You can access your password change from this screen by clicking on the 'My Account' link (see photo). Your 'Home' bar will remain with you as you navigate through the website so that you can return to the 'Home' screen at any time that you need to.

#### **Change Button**

If you work at both Niagara College Campus locations you can choose where your print job can be sent. You simply have to click the 'Change' button and pick your location. This will tell Ricoh where we need to print the job for you to pick up. Hours of operation are the same at each location.





nc Niag	ara	College Canada					
Home				📜 Cart (0) :: My A	ccount	:: Order Status :	: Contact Us :: 🎯
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	۲	Niagara College Welland Campus	300 Woodlawn Road	Welland	ON	L3C 7L3	
						Cancel OK	

Select the Campus for print and click 'OK' to change your selection. Keep in mind that the Campus you select will remain this way until you change it in the future. If you work at both Campus please ensure that you are placing the job with the proper Campus for pick up.

### \*\*Delays will occur if the incorrect Campus is selected.\*\*

# How to update your profile

### Updating your information

To update your information simply click the 'My Account' button. Your current information will be displayed for you to verify. From this screen you can also change your password. It is important to verify that you are assigned to the proper department code. If you are not, simply contact the Ricoh Site Manager and the correction can be made quickly. The 'Edit' button at the bottom right of the screen will allow you to make all the changes to your profile. To complete the changes, click the 'Save' button to return to the profile screen after updating.

Home       Welcome       Local         Wy Account       Profile         > Fieles       Mickname:       Image: I	nc Niagara C	College Canada	
My Account   Profile   Files   My Order History     Name:   User Name(Login ID):   E-Mail Address:   Company:   Change   Company:   Niagara College   Department:   8090000   Print Shop:   Niagara College Welland Campus   Address:   Niagara College   Niagara College   Niagara College   Welland, ON L3C 7L3   Canada   Phone Number 1:	Home		戻 Cart (0) :: My Account :: Order Status :: Contact Us :: 🎯
<ul> <li>Profile</li> <li>Piles</li> <li>Nurver Name:</li> <li>Name:</li> <li>Name:</li> <li>Name:</li> <li>User Name(Login ID):</li> <li>E-Mail Address:</li> <li>Company:</li> <li>Change</li> <li>Company:</li> <li>Niagara College</li> <li>Department:</li> <li>8090000</li> <li>Print Shop:</li> <li>Niagara College Welland Campus</li> <li>Address:</li> <li>Niagara College</li> <li>Niagara College</li> <li>Niagara College</li> <li>Misgara College</li></ul>		1	Welcome Logo
	» Profile » <u>Files</u>	Nickname: Name: User Name(Login ID): E-Mail Address: Security Question: Company: Department: Print Shop:	Change Niagara College 80900000 Niagara College Welland Campus Niagara College - Welland Campus 300 Woodlawn Road Welland, ON L3C 7L3
Edit			Change



nc Niagara College C	Canada	
Home	) 🗮 Cart	: (0) :: My Account :: Order Status :: Contact Us :: 🥑
		Welcome Loqout
Change Password		
Password: New Password: Confirm New Password:	•••••	
		Cancel Save

### **Changing your Password**

The very first time that you login in to the Ricoh Store Front you are issued a temporary password. You will receive this password via email from Ricoh. When you login it will immediately expire and ask you to change your password. Once you have completed this step you will be ready to begin placing orders in the RSF system.

### **Password Recovery**

Ricoh does provide an online password recovery option. If you have difficulty, find yourself locked out and unable to access the RSF system, please stop by to speak with the Ricoh On Site Staff to assist you in gaining access to your account.

\*\*\* If you are unable to log into the RSF system, your password may have expired.

To reset your password; CLICK "Forget Password".

You will be prompted to enter your USERNAME, (enter your 1st initial and last name)

Click "SUBMIT"; Then you will be asked "Which high school did you graduate from?"

ANSWER is "NC" and click "SUBMIT".

**NOTE:** DO NOT USE ANY OTHER ANSWER BECAUSE IT WILL NOT WORK!

You will receive a temporary password to your email address and you will have the option of changing it when you log in again. You just have to click "SAVE" to save the changes.



# How to place an order for Non Copyrighted Material

### How to place an Order in RSF

When you login to your account in RSF you will be at the home screen. To place an order you have two options, 'Copying for Classroom' or 'Copying for Administrative Purposes'. The 'Copying for Classroom' is your general every-day type of classroom handout, quizzes, exams, etc.

The 'Copying for Administrative Purposes' would be for distribution to the professors & faculty staff. We offer memo paper and letterhead as options for this type of printing. The different paper choices are shown in the finishing screen.

# nc Niagara College Canada

#### Home

📜 Cart (0)

### Home

» <u>Reproduction Services</u>

Cart (0 Items) Your Cart is Empty.



### Welcome to the New Ricoh Store Froi submission tool for the on-campus F Centres

Note: Any submissions containing copyrighted mater complete the Copyright Permission Form when you u document, and your job will then be forwarded to the Once cleared, your job will be forwarded to the Print (

Featured Categories

COPYING FOR CLASSROOM / STUDENT USE

COPYING FOR ADMINISTRATIVE PURPOSES



There are three options under 'Copying for Class'. Select which link best suits the type of printing that you wish to do. Once you select your printing you will be sent to the non copyright submission screen to ADD your files. When you ADD files, you will have two options, one is to directly upload your PDF file and the other option is to select 'Offline" materials, which is for hard copies that you will bring to the print centre. Chose 'type' filename pages—(if originals are double-sided you must count each side as one page) count each side of the sheet with writing as 1 page, then 'ADD' and proceed as normal.

nc Niagara Co	ollege Canada	
Home	戻 Cart (0) :: My Account :: Orde	er Status :: Contact Us :: 🥑
	Welco	me Loqout
<pre></pre>	COPYING FOR CLASSROOM / STUDENT USE Not sure what you can/can't copy? Please contact campus library staff information found here: nclibraries.niagaracollege.ca View By: CLASSROOM HANDOUTS	Selected Print Shop Niagara College Welland Campus Niagara College Welland Campus 300 Woodlawn Road Welland, ON L3C 7L3 Canada Tel: 9 905-735-2211 Change
Cart (0 Items) Your Cart is Empty.		Hours Of Operation Sun Closed
	MANUALS	Mon-Fri 8:00 AM-4:30 PM Sat Closed Current Print Shop Time 10/16/2014 1:49:56 PM

nc Ni	agara College C	anada					
Home			戻 Cart (0)	: : My Account : :	Order Status :	: Contact Us :: 🧑	3
					Welcome	Log	gout
Progress	1 Add Files 2	Print Options	3 Review				
Job Name NOTE: Quantity	/ & no. of pages are required f	Quantity for pricing		<u>Update Price</u>	Unit Price -	Subtotal -	
Upboad I Select File:	Browse No file se Add to 'My Saved File future use. Convert to PDF (reco Supported File Types	mmended)	File(s) Added No files have b To add files, br My Saved Files	een added to th owse and uploa	-	or add files froi	m



Once your document is uploaded you now will have to give your job a name, select the quantity for printing, verify your PDF file uploaded and then you can click 'Next' to proceed to the finishing screen. Only upload 1 file at a time. If there is more than one file, add them separately. \*\**It is always best if you save your submission in PDF format then upload it for printing. This will help to avoid any formatting errors if the document has to be converted to PDF.*\*\*

nc Niagara Colle	ge Canada	ोह्र Cart (0) :: My Accou	unt :: Order Status : Welcome	: Contact Us :: @ Logo
Name	2 Print Options	3 Review	Unit Price Price \$0.23	Subtotal \$0.23
Add to 'My Sav future use. Convert to PDF <u>Supported File</u>	to file selected. ed Files' for f (recommended)	Your File has been added succ File(5) Added to This 5 To reorder or remove a fi then click Move Up, Move name to preview that d done configaring your file NOTE: File will be printed in the or NOTE: File will be printed in the or 9 Pages Saved Date: 10/3 AM Saved Time: 8:44 Uploaded via Web	Iob ile, click the docum Down, or Remove oncert: Click Next s. der shown below. <u>Ricoh (2).pdf</u> 15/2014 8:40 0 AM EDT	nent's icon and . Click a file

Cancel

Next

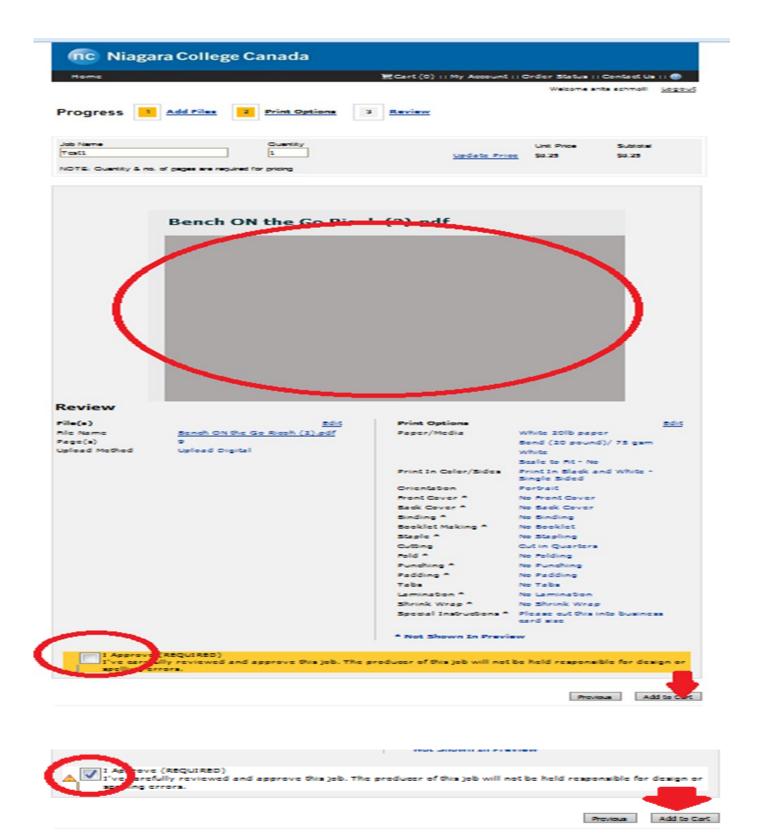


This is your 'finishing' screen. This is where you will select how you want the finished product to look. If you want colour or black & white printing, single sided or double sided printing, portrait or landscape, hole punching, stapling, binding, and more. **\*\*This screen also gives you the option to have input with the special instruc***tions box at the bottom. You can type special instructions for the job here.***\*\*** *If you would like your job sent to another campus via interoffice mail you must include the room number and location (i.e.—WC—S110). If you do not need collating you must specify this in the special instructions. If you have multiple jobs with different colour paper, continue shopping and add them separately.* 

nc Niagara College Canada	
Home	🗮 Cart (0) :: My Account :: Order Status :: Contact Us :: 🌚
	Welcome anita schmoll1 Logout
Progress 1 Add Files 2 Print Options 8 Rev	riew
Job Name Quantity	Unit Price Subtotal
NOTE: Quantity & no. of pages are required for pricing	Update Price \$0.23 \$0.23
Print Options	
Paper/Media: White 201b paper	
Type: Paper Size: Letter	
Scale to Fit: Scale my files to fit paper (when needed)	
Print In Color: Print In Black and White 💌 🔳	Sides: Single Sided
Orientation: Portrait	A
Front Cover: No Front Cover	
Back Cover: No Back Cover	Õ
Finishing	
Bind Type: No Binding	
Booklet Making: No Booklet	
Staple: No Stapling	•
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Fold: No Folding	<b>•</b> • • • • • • • • • • • • • • • • • •
Punching: No Punching	ŏ
Padding: No Padding	
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Lamination Side: No Lamination	••••••••••••••••••••••••••••••••••••••
Shrink Wrap: No Shrink Wrap	
Special Instructions	
	Previous Next



Once you have completed your finishing selections and click 'Next' at the bottom of the page you will be brought to the Review Screen. From this screen you want to ensure that your print job has a name, the quantity is correct and your finishing options are correct. Before you can proceed to the checkout screen you MUST approve this print job by checking the box next to 'I Approve' at the bottom. Once you do this you can 'Add to Cart'.

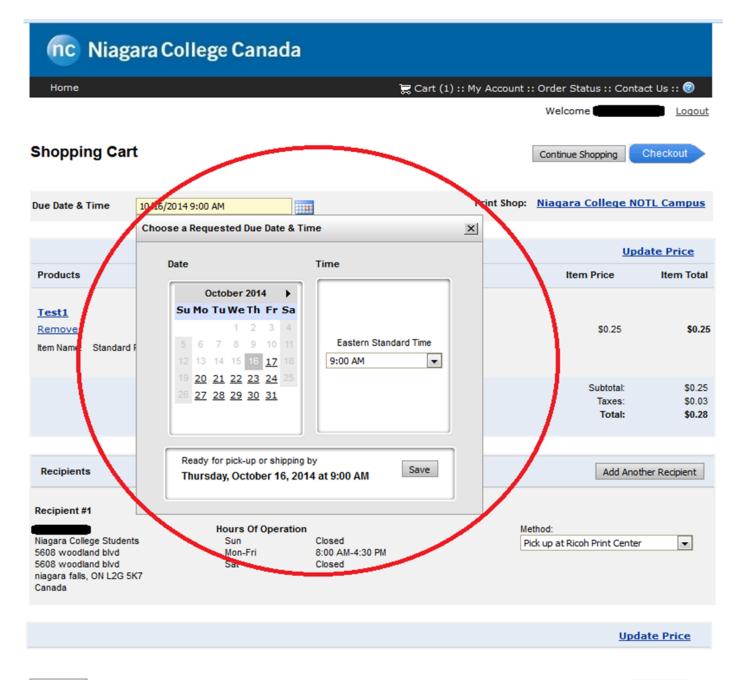




When you have completed adding your order to your shopping cart your job is viewed inside of your cart. This is where all of the important information for check out is located. From this screen you can see the <u>due date</u>, the print shop location, the print shop hours of operation, as well as the option to *continue shopping* or checkout. IF YOU HAVE MORE THAN ONE DOCUMENT TO UPLOAD SELECT <u>"CONTINUE SHOPPING".</u> Once all documents are uploaded you can click "CHECKOUT". You have the opportunity to choose a due date & time at this point. Please keep in mind that the default is always 24 BUSINESS HOURS. \*\*If you submit a job on Friday, Saturday or Sunday it will not be ready for pick up until Tuesday at 08:00 AM EST\*\*. FOR LARGE MANUALS AND NCRS PLEASE ALLOW FOR 5 WORKING DAYS FOR BINDING OF THESE JOBS.

nc Niagara Co	ollege Canada			
Home		戻 Cart (1) :: I	My Account :: Order Status :: Contac	t Us :: 🞯
Shopping Cart			Continue Shopping	heckout
Due Date & Time 10/16/203	14 9:00 AM		Print Shop: <u>Niagara College NOT</u>	<u>'L Campus</u>
			<u>Upda</u>	te Price
Products		Quantity	Item Price	Item Total
Test1 Remove Item Name: Standard Printing		1	\$0.25	\$0.25
			Subtotal:	\$0.25
			Taxes: Total:	\$0.03 \$0.28
Recipients			Add Anothe	er Recipient
Recipient #1 Niagara College Students 5608 woodland blvd 5608 woodland blvd niagara falls, ON L2G 5K7 Canada	Hours Of Operation Sun Mon-Fri Sat	Closed 8:00 AM-4:30 PM Closed	Method: Pick up at Ricoh Print Center	•
			Updat	
Clear Cart			Continue Shopping	heckout





Clear Cart

Continue Shopping Checkout



Place My Order

### How to place an order in RSF

Once you click 'Checkout' you move to the review screen. At this point you will be asked to enter your Account, Department, Program & Project codes. This information can be obtained from your department head. For billing purposes this information in all four boxes should be filled in. If you are not sure what your Program & Project codes are you MUST contact your department Admin for this information. Click 'Next' to proceed to the final step.

nc Niagara College Canada	
Home	📜 Cart (1) :: My Account :: Order Status :: Contact Us :: 🥥
	Welcome Logout
Checkout 1. Payment 2. Review	
Payment Payment Method: Niagara College Department Code 🗸	
Niagara College Department Code	
Account: 8500	
Department: 1234	
Program: 0123	
Project: 4567	
	Cancel Next >

### How to place an order in RSF

On this screen you are given all of the information for the print job. You can now submit using the 'Place My Order" button.

nc Niagara Colleg	ge Canada				
Home		戻 Cart (1	) :: My Account :: (	Order Status :: Co	ntact Us :: 🎯
				Welcome	Logout
Review Your Order 1.	Payment 2. Review				Place My Order
Your order will be ready for pick-up OR will be shipped by:	on	Print Shop:	Niagara College NO Campus	TL Change P	rint Shop
10/16/2014 9:00:00 AM EDT			Niagara College NOTL Campus 135 Taylor Road Niagara- on-the-Lake, ON LOS Canada	Tel: 😏 905-	641-2252
Products		Quantity		Item Price	ltern Total
Test1		1		\$0.25	\$0.25
				Subtotal: Taxes: Total:	\$0.25 \$0.03 <b>\$0.28</b>
Payment					
Pay At Store					
Recipients					
Recipient #1 Edit Niagara College Students 5608 woodland blvd 5608 woodland blvd niagara falls, ON L2G 5K7 Canada	Method: Pick up at Ricoh Print Center	Produ Test1	icts	Quantity 1	



This is your order confirmation screen. From here you can continue to shop to add additional jobs, access your account, print the confirmation of the order or logout.

nc Niag	ara College Ca	nada		
Home		🗮 Cart (0 🤃 My	Account :: Order Status :: Contact	: Us :: 🎯
			Welcome	Logout
Thank you	for your order!		Print this page Continue	e Shopping
Order Confin	rmation			
Order Number: Requested Due Date: Submitted on: Submitted by:	35136 10/16/2014 9:00:00 AM EDT 10/15/2014 8:48:17 AM EDT anita schmoll	Order Status: User approved As of: 10/15/2014 8:48:17 AM EDT Print Shop: Niagara College NOTL Campus Niagara College NOTL Campus 135 Taylor Road Niagara-on-the-Lake, ON LOS 1J0 Canada Tel: S 905-641-2252		
Products		Quantity	Item Price	Item Total
Test1 Item Name: Standard	Printing	(9 Pages)	\$0.25	\$0.25
			Subtotal: Taxes: <b>Total:</b>	\$0.25 \$0.03 <b>\$0.28</b>



# How to place an order for Copyrighted Material

### How to place an order in RSF

The process is similar to the non-copyright material submission. If the material you are printing requires copyright clearance there is a form that must be completed by you and approved through the library. All of this can be done right from the RSF system.

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Home	🗮 Cart (0) :: My Account :: Ord	ler Status :: Contact Us :: 🮯			
	Welc	ome Loqout			
<ul> <li><u>Home</u></li> <li><u>Reproduction Services</u></li> <li><u>COPYING FOR</u></li> <li><u>ADMINISTRATIVE</u></li> <li><u>PURPOSES</u></li> <li><u>For Copyrighted</u></li> <li><u>Material</u></li> <li>(print/digital works)</li> <li>» For Other Materials</li> </ul>	COPYING FOR ADMINISTRATIVE PURPOSES Not sure what you can/can't copy? Please contact Campus library staff –information found here: <u>nclibraries.niaqaracollege.ca</u>	Selected Print Shop Niagara College Welland Campus Niagara College Welland Campus 300 Woodlawn Road Welland, ON L3C 7L3 Canada Tel: S 905-735-2211			
Your Cart is Empty.	<ul> <li>For Copyrighted Material (print/digital works)</li> <li>For print copies of published materials where Niagara College staff do not own the copyright for the published work. This includes such resources as; pictures, diagrams, articles, chapters from any published (print / digital) work. No matter what you copy always cite your source.</li> <li>Disclaimer - By submitting this Job you are confirming that copyright permissions have been sent or are on file in the Library and/or copying falls under fair dealing exceptions to copyright legislation.</li> </ul>	Change Hours Of Operation Sun Closed Mon-Fri 8:00 AM-4:30 PM Sat Closed Current Print Shop Time			
	<ul> <li>For Other Materials</li> <li>For print copies of materials such as those authored/created by Niagara College staff (e.g. meeting agendas, NC reports), government documents, or are in the public domain (enough time has passed so they are no longer under copyright). No matter what you copy always cite your source.</li> <li>Not sure what you can/can't copy? Please contact Campus library staff - information found here: nclibraries.niagaracollege.ca</li> <li>Disclaimer - By submitting this Job you are confirming that the materials do not require copyright permissions.</li> </ul>	10/16/2014 1:49:17 PM			



The process is similar to the non-copyright material submission. If the material you are printing requires copyright clearance there is a form that must be completed by you and approved through the library. All of this can be done right from the RSF system.

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Home	🔀 Cart (0) :: My Account :: Orde	er Status :: Contact Us :: 🥑
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<ul> <li><u>Home</u></li> <li><u>Reproduction Services</u></li> <li><u>COPYING FOR</u> <u>CLASSROOM /</u> <u>STUDENT USE</u></li> <li><u>CLASSROOM</u> <u>HANDOUTS</u> For Copyrighted Material (print/digital works)</li> </ul>	For Copyrighted Material (print/digital works) For print copies of published materials where Niagara College staff do not own the copyright for the published work. This includes such resources as; pictures, diagrams, articles, chapters from any published (print / digital) work. No matter what you copy always cite your source. Disclaimer - By submitting this Job you are confirming that copyright permissions have been sent or are on file in the Library and/or copying falls under fair dealing exceptions to copyright legislation.	Selected Print Shop Niagara College Welland Campus Niagara College Welland Campus 300 Woodlawn Road Welland, ON L3C 7L3 Canada Tel: 9 905-735-2211 Change
Cart (0 Items) Your Cart is Empty.	Step 1: Complete the Copyright Permission Form in full.         Step 2: Upload your document         Step 3: Submit your job and it will be forwarded to Library. (Disregard \$9000 cost)         Step 4: Once cleared by Library staff, your job will be forwarded to Print Centre.         In this Category:	Hours Of Operation Sun Closed Mon-Fri 8:00 AM-4:30 PM Sat Closed Current Print Shop Time
	Copyright Permission Form Copyright Permission Form Co	10/16/2014 1:50:37 PM
	Copyrighted Material Begin	



The next step in the process is to complete the Permission form as required. Once this form is filled out you can click 'Update Preview' to save the information. The form is now complete and ready for submission. **\*\*This form** will be sent through the system to the Library for approval.\*\*

nc Niagara College Ca	nada		
Home	🗮 Cart (0) : :	My Account :: Order Status :: (	Contect Us : : 🥥
		Welcome	Logout
Progress I Personalization	2 Review		
Progress Particulation			
Job Name	Cuentity		
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NOTE: Cuantity & no. of pages are required for	pricing		
Product Preview		Linder a	PDF Proof
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	The second second		
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Page 1 Of 1			
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Permissions	Pair dealing		
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Sackcharge Acct			
			Update Preview



The Copyright Permission Form must be added to your cart. Click 'Add to Cart' to add the form to your shopping cart. The next step will be to add the materials that you wish to have printed. *"CONTINUE SHOPPING" to add more documents to be printed.* 

nc Niagara College Canada					
Home			戻 Cart (0) :: My Account	:: Order Status	:: Contact Us :: 🎯
Progress 1	Personalization	2 <u>Review</u>		Welcome	Logout
Job Name Copyright Permission F NOTE: Quantity & no. o	Form	Quantity 1 ricing	<u>Update Price</u>	Unit Price <b>\$9,000.00</b>	Subtotal \$9,000.00
Review			Print Options		
File Name Page(s) Upload Method	<u>output.pdf</u> 1 Upload Digital		Special Instructions		
				P	revious Add to Cart

### How to place an order in RSF

To submit the material to be printed with the Permission Form please refer to the previous chapter on how to create a print job in the RSF system. These steps are the same. When you checkout through the Copyright Submission process there are some slight differences in the 'Shopping Cart' screen that you will notice.

\*\*Your job really does not cost \$9,000.00 as this is simply to draw attention to copyright permission being requested so that the print center does not proceed until the permission is granted.\*\*

\*\*Please proceed to the "Continue Shopping" to add your job for approval.\*\*



## How to reorder previous job submissions

### How to reorder a previous job in RSF

RSF keeps a history of all your job submissions. If find yourself printing the same material from term to term RSF has a shortcut that will be a time saver for you. In your order history screen there is a 'Reorder' button that appears below each job. This will allow you to resubmit the job as it was previously so that you do not have to go through the upload and finishing steps again. This is designed to offer you a speedy way to reorder the same material as you have printed in the past.

Home			🗮 Cart (2) :: My Accou	nt : Order Status :: Contact Us	::: 🤇
	My Order History			Welcome John Niagara!	Loc
My Account					
Profile Files	Time period:	Show status:		Sort by:	1
My Order History	One Week 🔻	All	-	Order Number 🔻	
	Printed Product Order Number: 10 Order Date: 8/28 Due Date: 8/29/2 Status: Rejected	2012 12:50 PM	Items: . test	View Detail Reorder	
	Printed Product		Items:		



## How to contact support

### **Getting Help**

From any page you can look to the top right hand corner and find the 'Contact Us' link. Simply click on this link located in the navigation bar to access the customer support page. You can also visit either print center location to seek additional assistance.

In the case of password issues please contact the Ricoh Site Manager directly for assistance. We are here to help and make your experience easier and more user friendly.

nc Niagara College Canada			
Home	🗮 Cart (0) :: My Account :: Order Status :: Print Shops : Contact Us ; 🥝		
Storefront Administration	Welcome Loaout		
Customer Support			
Contact your Print Shop For questions about an order, please contact your print s	hop at:		
Ricoh Support NOTL Niagara College NOTL Campus 135 Taylor Road Niagara-on-the-Lake, ON LOS 1J0 Canada 905-641-2252 ricohnl@niagaracollege.ca			
Contact a System Administrator If you are encountering problems with the web site, pleas	e contact the site administrator at:		

Locations: Welland Campus Print Center 905-735-2211 EXT. 7461 ricohwc@niagaracollege.ca

NOTL Campus Print Center 905-641-2252-EXT. 4057 ricohnl@niagaracollege.ca