

What is Ricoh OnPrintshop Storefront?

The Ricoh OnPrintshop Storefront (OPS) is a website offered by Ricoh Print Services that allows customers to order print products online 24/7 from within Niagara College campuses or remotely. OPS offers a quick and easy print ordering experience similar to other online retail stores that you may be familiar with.

OPS is the successor to Digital Storefront which you may be familiar with previously

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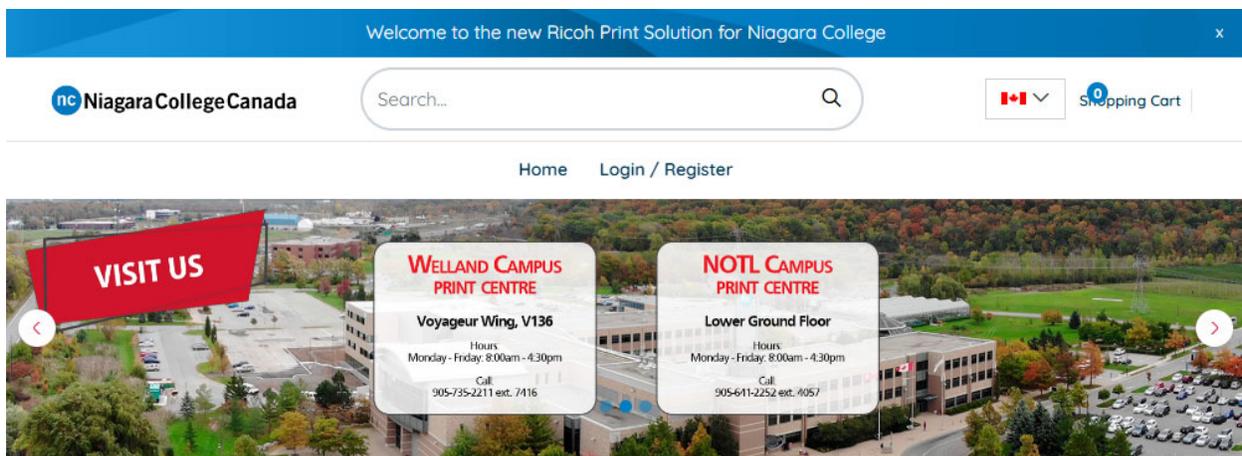
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1.0 ACCESSING THE OPS WEBSITE

OPS can be accessed by any standard web browser

Enter the website address for the site in the address field at the top of the browser window or scan the QR code below to launch the DSF website on your mobile device.

<https://niagaracollege.ops.ricoh.ca>



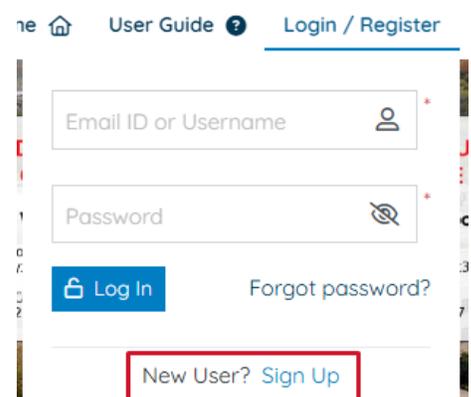
OPS Storefront

1.1 SIGNING UP FOR AND LOGGING INTO OPS

On the main page of the OPS website you will be presented with a Login/Register Link in the Navigation Menu. The first time you are visiting the site, you will need to register for an account using the **New User? Sign Up** link. If you have previously registered for an account on OPS but forgot your password, you can use the **Forgot Password** link in the same menu to be sent a password reset link.



Students accounts that were previously on DSF will need to be recreated in OPS, as no student accounts were transferred over to the new system.



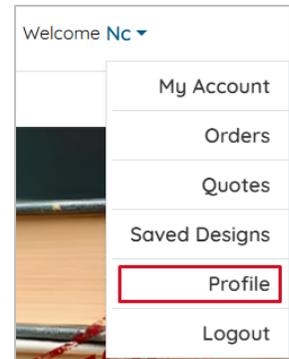
After you are logged in you will be taken to the Student Storefront and your name will be displayed in the top right along with your current shopping cart.



1.2 UPDATING YOUR PROFILE

To update your information simply select your **User Name** and select **Profile** from the menu. On this page your current information will be displayed for you to verify including your name, phone number, and Campus preference. To complete the changes, click the **Submit** button to return to the profile screen after updating.

Also on the profile page is the ability to change your **Password**.



1.3 ORDERS

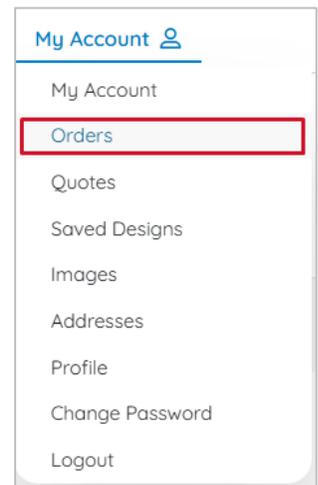
OPS maintains a history of all submitted print jobs, many of which are able to be reordered for simplicity and can be found under the **Orders** option in your user profile. In addition to reordering jobs, you can also view the status of jobs, provide production comments, view the invoice, or leave feedback for completed jobs.

Order Details

The Order Details tab shows you all the information about the job, the Billing Details, product information, as well as being able to Buy Again or View the Invoice..

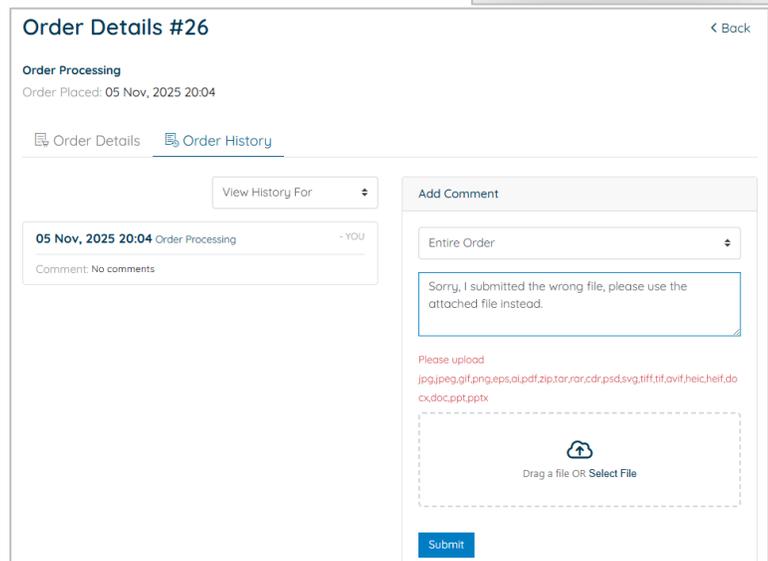
Order History

Shows you the progress of the job, when parts were completed, and any comments on the job. From this screen you can also add in comments for the job if required.



Feedback

After an order is complete you can leave Feedback about the given job. Feedback helps us grow and serve you better, so is always appreciated. You can also always leave feedback in person at either of the two print shop locations or by emailing ricoh@niagaracollege.ca



2.0 PLACING A PRINT ORDER

In order to streamline the process of ordering printing, there is currently only one option for Print Jobs on the OPS platform called Faculty Printing. Click on the image to start a print order and be taken to the **Print Production Screen**. (see below)



Faculty Printing

Ricoh is constantly evaluating how to best serve Niagara College's printing needs and in the future there may be more specific printing options added, but currently we have limited it to the single option.

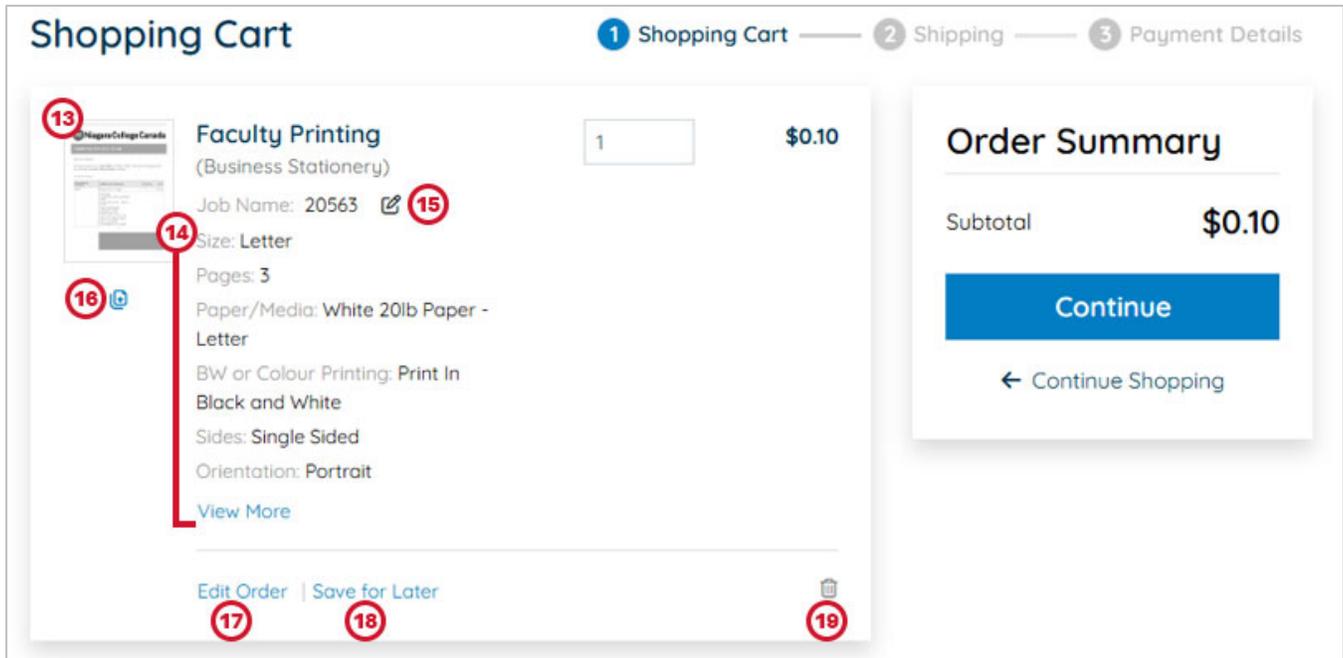
2.1 PRINT PRODUCTION SCREEN

The Print Production Screen is the main interface of the platform where you will upload files, select print quantities and define your print options. Below is an overview of the screen and the specific areas

1. **Upload** – used to add files to you job
2. **Job Details** – job name, quantity and number of pages
3. **Print Options** – select the specific print options for your job
4. **Finishing Options** – select the specific finishing options for your job
5. **Print Preview** – live preview of your job
6. **Page Preview** – controls to view all pages within the job
7. **Rotate** – Rotates your file 90%.
8. **Change File** – replace the currently uploaded file with a different file
9. **Full Screen** – view your print preview in full screen
10. **Help** – user agreement
11. **Printing Cost** – estimate of completed job cost. May change based on some options selected
12. **Continue Checkout**

2.2 CHECKOUT SCREEN

After submitting your print job, you are taken to the Checkout screen where you can either complete your checkout, or add more items to your order and check out at once.



- 13. Preview** – preview of your job
- 14. Job Details** – all printing specifications of your job
- 15. Rename Job** – use this to rename your job. By default jobs are randomly assigned a number. Its best practice to name this to a specific item to better track the job and invoice.

- 16. Copy** – creates an exact copy of this job and returns you to the Print Production screen to make changes
- 17. Edit Order** – returns to Print Production screen to make changes to this job
- 18. Save for Later** – moves item from your cart into the Saved for Later section
- 19. Delete** – permanently removes this item from your cart

In the Shipping screen, you will need to select which campus to pick the completed job up at, and then on the Payment Details screen you will can select **Pay at Print Centre**



Unfortunately, we are unable to set a default open for Pickup Location at this time, however we are looking for ways to improve and streamline the checkout process

When you click on **Complete Order** you will receive an Order Confirmation screen indicating that your order has been placed and includes Order Date and Time, Requested Due Date, and shipping information. You will also receive an Order Notification email at the email address supplied on the Shipping Options screen. If there are any questions about your order,

3.0 CONTACTING SUPPORT

If you have issues with print jobs or questions about printing in general, please contact Ricoh Print Services at ricoh@niagaracollege.ca. This includes issues or questions about specific print jobs, services provided, shipping, or billing inquiries.

For questions about OPS in general, you can use the online Help Centre on the website, or contact RSF_Administrator@ricoh.ca for more assistance.