



# Niagara College Ricoh Store Front [RSF]

## STUDENT USER GUIDE

*“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**

## **Contents**

How to Access RSF .....	3
Getting started with Ricoh .....	4
How to register your Ricoh Account .....	5
How to place an order for Non Copyrighted Material .....	6
How to check the status and history of my orders .....	15
How to update your profile information.....	16
Getting Help.....	17

## How to Access RSF

### 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

- ① 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/nc/storefront.aspx>
- ③ Under **Login** enter your User Name and Password.

①

②

③

Home Cart (0) :: Contact Us ::

**nc Niagara College Canada**

**Login**

User Name:

Password:

Login

**Welcome to the New Ricoh Store Front, A digital submission tool for the on-campus Ricoh Print Centres**

Note: Any submissions containing copyrighted material require you to complete the Copyright Permission Form when you upload your document, and your job will then be forwarded to the Library for review. Once cleared, your job will be forwarded to the Print Centre.

### Note!

You must register with RFS prior to logging in. See page 4 for instructions on creating an account.

## Getting started with Ricoh

### Register on the RSF system

You will need to create an account BEFORE you can submit jobs to be printed by Ricoh. This whole process takes approximately one minute. Start by clicking on the REGISTER link below the user name and password.

The screenshot shows the Niagara College Canada website. At the top, there is a blue header with the logo 'nc Niagara College Canada'. Below the header, there is a navigation bar with 'Home', 'Cart (0)', 'Login', and 'Contact Us'. The main content area features a large image of a modern building at night. To the left of the image is a cart icon with the text 'Cart (0 Items) Your Cart is Empty.' To the right is a login form with fields for 'User Name:' and 'Password:', a 'Remember User Name' checkbox, and a 'Login' button. Below the login form, the 'Register' link is circled in red. Below the image, there is a welcome message: 'Welcome to the Niagara College Digital Store Front, A 24 hour on-line submission tool for placing orders at the on-campus Ricoh Print Centres'.

### Note!

Your account user name and password should be something that you use commonly and can be the same as your Blackboard user name and password. The Ricoh Print centers do not have the ability to reset passwords. In the case where you cannot remember your password, follow the password recovery options provided on the webpage.

## How to register your Ricoh Account

### Complete the form

Complete the form by filling in all the “Yellow” shaded boxes. To remain secure do not share your login and password with any other persons. Your information should match your registration information with Niagara College.

**Create an Account**  
To checkout, you must create an account.  
Already have an account? [Login Here](#)

**Contact Information**  
- Indicator Required Field

- First Name:     
- Middle Name:   
- Last Name:

- Address 1:    
- Address 2:   
- Address 3:   
- City:    
- State / Province / Region:    
- Zip/Postal Code:    
- Country:    
- Language Preference:

- Phone Number 1:     
- Phone Number 2:     
- Fax Number:

- Title:   
- Company:   
- Department:   
- Cost Center:   
- Account Number:

- E-Mail Address:

**Account Information**

- User Name:     
- Password:     
- Repeat Password:     
- Security Question:    
- Security Answer:

**Terms and Conditions**

Your use of this product and/or service is governed by Ricoh's then current Terms of Use (located at <http://www.ricoh.com/termsanduse.html>) and the other Ricoh terms and conditions provided with the sale, product or service (such as Ricoh order confirmation terms, and Ricoh license agreement terms). If you do not agree to these Terms of Use, you may not use the product or service.

I accept the terms in the license agreement.

### Note!

Make sure that you check the box to accept the User Agreement and then click CONTINUE to begin placing your orders. The postal code MUST be entered in proper format ie: A1B 2C3. Please right down your security question answers. Keep it simple and easy to remember.

## How to place an order for Non Copyrighted Material

### Placing an order for Non Copyrighted material

There are 7 main steps in order to place an order:

1. When you login, scroll to the **BOTTOM** of the page and click **BEGIN**. **\*\*You can select your campus from this screen by clicking on the 'CHANGE' button.**

**nc Niagara College Canada**  
Home Cart (0) :: My Account :: Order Status :: Contact

Welcome anita schmal

Cart (0 Items)  
Your Cart is Empty.

**Welcome to the Niagara College Digital Store Front, A 24 hour on-line submission tool for placing orders at the on-campus Ricoh Print Centres**

**Copyright Does Matter**  
YOU are solely responsible for knowing your rights and responsibilities under the Copyright Act. If you need assistance, please contact your Campus Library:  
[copyright@niagaracollege.ca](mailto:copyright@niagaracollege.ca) Or  
[copyright@niagaracollege.ca](mailto:copyright@niagaracollege.ca)  
OR consult  
<http://ndlibrarians.niagaracollege.ca/studentcopyright>

The copyright law of Canada governs the copying and communicating of copyright-protected material. Certain copies and communications may infringe copyright law. These fair dealing guidelines are provided for your information. You are solely responsible for knowing your rights and responsibilities under the Copyright Act. Please consult Library staff as above if you have any questions.

The fair dealing provision for education in the Copyright Act permits the copying and communication of short excerpts from a copyright-protected work, without permission or the payment of copyright.

Copyright-protected work containing short poems or musical scores  
g. an entire entry from an encyclopedia, annotated bibliography, dictionary or similar reference work

5. Copying or communicating multiple short excerpts from the same copyright-protected work, with the intention of copying or communicating substantially the entire work, is prohibited.

**\*\* Systematic or cumulative copying from the same copyrighted work is not permitted. \*\***

The full bibliographic citation must appear on the front page of each short excerpt copied

Featured Products

**Standard Printing**

**Begin**

Selected Print:  
Niagara College Campus  
Niagara College 7 Campus  
125 Taylor Road  
Niagara-on-the-Lake, ON  
Canada  
Tel: 905-661-2  
**Change**

Hours Of Open  
Sun  
Closed  
Mon-Fri  
8:00 AM-4:30 PM  
Sat  
Closed  
Current Print \$  
10/18/2014 8:37:

2. Add files – you can upload files to the site or you can provide offline materials such as hard copy or a CD/USB. You will physically have to drop off the hardcopy to the print center.

The screenshot shows the Ricoh print service interface. At the top, there is a blue header with the 'nc Niagara College Canada' logo and navigation links: Home, Cart (0), My Account, Order Status, and Contact Us. Below the header, a progress bar shows three steps: 1 Add Files, 2 Print Options, and 3 Review. The 'Add Files' step is currently active.

Below the progress bar, there is a table for job pricing:

Job Name	Quantity	Unit Price	Subtotal
<input type="text"/>	<input type="text"/>	-	-

NOTE: Quantity & no. of pages are required for pricing

The main content area is titled 'File(s) Added to This Job' and contains the following information:

- File(s) Added to This Job
- No files have been added to this job
- To add files, browse and upload a document or add files from My Saved Files.

The 'Upload File' section is highlighted with a red circle and contains the following elements:

- Upload File / Offline Material tabs
- Select File:  No file selected.
- Add to 'My Saved Files' for future use.
- Convert to PDF (recommended)
- [Supported File Types](#)
- 

Below the 'Upload File' section, there is a 'My Saved Files' section with a list box and buttons for Delete, Preview, and Add File. At the bottom, there is a 'Cloud / Websites' section.

At the bottom right of the page, there are 'Cancel' and 'Next' buttons.

**Note!**

We recommend that you save all digital files in PDF format BEFORE you submit them online. Failure to do so will not guarantee the correct format or layout of your document!

**\*\* When you see your document listed in the window – click the 'NEXT' button at the bottom to continue with your order.**

**nc Niagara College Canada**

Home Cart (0) :: My Account :: Order Status :: Contact Us ::

Welcome anita schmoll! [Logout](#)

**Progress** 1 [Add Files](#) 2 [Print Options](#) 3 [Review](#)

Job Name	Quantity	Unit Price	Subtotal
<input type="text" value="Test1"/>	<input type="text" value="1"/>	<a href="#">Update Price</a> \$0.23	\$0.23

NOTE: Quantity & no. of pages are required for pricing

Upload File Offline Material

Select File:  No file selected.

Add to 'My Saved Files' for future use.  
 Convert to PDF (recommended)  
[Supported File Types](#)

**My Saved Files**

[Cloud / Websites](#)

**Your File has been added successfully and is ready to use.**  
**File(s) Added to This Job**

To reorder or remove a file, click the document's icon and then click Move Up, Move Down, or Remove. Click a file name to preview that document. Click Next when you are done configuring your files.  
NOTE: Files will be printed in the order shown below.

**Bench ON the Go Ricoh (2).pdf**  
9 Pages  
Saved Date: 10/15/2014 8:40 AM  
Saved Time: 8:40 AM EDT  
Uploaded via WebPage

- The next step in the process is to select the paper and finishing options that you would like. This can include different colour of paper, stapling, hole-punching, printing in colour, etc. The price will update automatically. You can also add special instructions at this time in the space provided. **\*\*We recommend using STUDENT as the job name.\*\***

**nc Niagara College Canada**  
Home

**Progress** 1 **Add Files** 2 **Print Options** 3 **Review**

**Job Name:** Test1 **Quantity:** 1

NOTE: Quantity & no. of pages are required for pricing

	Unit Price	Subtotal
<a href="#">Update Price</a>	\$0.23	\$0.23

**Print Options**

Paper/Media: **White 20lb paper**  
Type: Paper  
Size: Letter

Scale to Fit:  Scale my files to fit paper (when needed)

Print In Color: **Print In Black and White** Slides: **Single Sided**

Orientation: **Portrait**

Front Cover: **No Front Cover**

Back Cover: **No Back Cover**

**Finishing**

Bind Type: **No Binding**

Booklet Making: **No Booklet**

Staple: **No Stapling**

Cut Type: **No Cutting**

Fold: **No Folding**

Punching: **No Punching**

Padding: **No Padding**

Tabs: **No Tabs**

Lamination Slide: **No Lamination**

Shrink Wrap: **No Shrink Wrap**

**Special Instructions:**

Previous Next

- Your uploaded file will be displayed in the gray box onscreen. If you are submitting a hard copy you must drop it off to the print center before the job can be performed. Scroll to the bottom to APPROVE the print job and click 'ADD TO CART'.

nc Niagara College Canada

Home Cart (0) :: My Account :: Order Status :: Contact Us ::

Welcome anita schmall Logout

Progress 1 Add Files 2 Print Options 3 Review

Job Name: Text1 Quantity: 1 Unit Price: \$9.25 Subtotal: \$9.25

[Update Price](#)

NOTE: Quantity & no. of pages are required for pricing

**Bench ON the Go Book 1 (2).pdf**

**Review**

**File(s)** [Edit](#)

File Name	<a href="#">Bench ON the Go Book 1 (2).pdf</a>
Page(s)	9
Upload Method	Upload Digital

**Print Options** [Edit](#)

Paper/Media	White 20lb paper Bond (20 pound)/ 75 gsm White
Print In Color/Sides	Scale to Fit - No Print in Black and White - Single Sided
Orientation	Portrait
Front Cover *	No Front Cover
Back Cover *	No Back Cover
Binding *	No Binding
Booklet Making *	No Booklet
Staple *	No Stapling
Cutting	Cut in Quarters
Fold *	No Folding
Punching *	No Punching
Padding *	No Padding
Tabs	No Tabs
Lamination *	No Lamination
Shrink Wrap *	No Shrink Wrap
Special Instructions *	Please cut this into business card size

\* Not Shown In Preview

I Approve (REQUIRED)  
I've carefully reviewed and approve this job. The producer of this job will not be held responsible for design or spelling errors.

[Previous](#) [Add to Cart](#)

- This is your shopping cart view – you can now select the due date and time by clicking on the 'CALENDER' button. **\*\*When adding more than one digital file you MUST click the 'CONTINUE SHOPPING' button to add these files.\*\*** When you are finished you can click the 'CHECKOUT' button to proceed.

nc Niagara College Canada

Home
Cart (1) :: My Account :: Order Status :: Contact Us ::

Welcome anita schmol [Logout](#)

## Shopping Cart

Continue Shopping
Checkout

Due Date & Time 10/16/2014 9:00 AM

Print Shop: [Niagara College NOTL Campus](#)

[Update Price](#)

Products	Quantity	Item Price	Item Total
<a href="#">Test1</a> <a href="#">Remove</a> Item Name: Standard Printing	<input style="width: 40px;" type="text" value="1"/>	\$0.25	\$0.25
		Subtotal:	\$0.25
		Taxes:	\$0.03
		<b>Total:</b>	<b>\$0.28</b>

Recipients [Add Another Recipient](#)

---

**Recipient #1**

anita schmol  
Niagara College Students  
5608 woodland blvd  
5608 woodland blvd  
niagara falls, ON L2G 5K7  
Canada

**Hours Of Operation**

Sun	Closed
Mon-Fri	8:00 AM-4:30 PM
Sat	Closed

Method:

Pick up at Ricoh Print Center ▼

[Update Price](#)

Clear Cart

Continue Shopping
Checkout

## Shopping Cart

[Continue Shopping](#)

[Checkout](#)

Due Date & Time

Print Shop: [Niagara College NOTL Campus](#)

Products	Item Price	Item Total
<a href="#">Test1</a> <a href="#">Remove</a> Item Name: Standard P	\$0.25	\$0.25
Subtotal:		\$0.25
Taxes:		\$0.03
Total:		\$0.28

Choose a Requested Due Date & Time

Date	Time
October 2014 Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	Eastern Standard Time <input type="text" value="9:00 AM"/>

Ready for pick-up or shipping by  
**Thursday, October 16, 2014 at 9:00 AM** [Save](#)

**Recipients**

**Recipient #1**

anita schmoll  
 Niagara College Students  
 5608 woodland blvd  
 5608 woodland blvd  
 niagara falls, ON L2G 5K7  
 Canada

**Hours Of Operation**

Sun	Closed
Mon-Fri	8:00 AM-4:30 PM
Sat	Closed

Method:

[Update Price](#)

[Clear Cart](#)

[Continue Shopping](#)

[Checkout](#)

- The next step is known as the review process. After you check out, you must click 'NEXT' to confirm that you are sending the job to the Ricoh print center at your campus.

**nc Niagara College Canada**

Home Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome anita schmoll! [Logout](#)

**Checkout** 1. Payment **2.** Review

**Payment**  
Payment Method: Pay At Store

**Pay At Store**

**Thank You!**  
Please pay for your order at the store when you pick it up.

Cancel Next >



**\*\*You MUST click the 'PLACE MY ORDER' button to confirm submission to the print center. The pricing will also be displayed here as a total including taxes.\*\***

**nc Niagara College Canada**

Home Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome anita schmoll! [Logout](#)

**Review Your Order** **1.** Payment **2.** Review Place My Order

Your order will be ready for pick-up on  
OR will be shipped by:  
10/16/2014 9:00:00 AM EDT

**Print Shop: Niagara College NOTL Campus** [Change Print Shop](#)  
Niagara College NOTL  
Campus  
135 Taylor Road  
Niagara-on-the-Lake, ON L0S 1J0  
Canada  
Tel: ☎ 905-641-2252

Products	Quantity	Item Price	Item Total
Test1	1	\$0.25	\$0.25
		Subtotal:	\$0.25
		Taxes:	\$0.03
		<b>Total:</b>	<b>\$0.28</b>

**Payment**  
Pay At Store

**Recipients**

Recipient #1 <a href="#">Edit</a>	Method:	Products	Quantity
anita schmoll Niagara College Students 5608 woodland blvd 5608 woodland blvd niagara falls, ON L2G 5K7 Canada	Pick up at Ricoh Print Center	Test1	1

Place My Order




7. The final step is the order confirmation screen. You can simply logout or continue shopping to submit additional jobs. **\*\*Your order history will be saved for one year in the system. You can view your order history from “my account” for quick re-ordering of past job submissions.\*\***

**nc Niagara College Canada**

Home Cart (0) **My Account** Order Status Contact Us

Welcome anita schmoll! [Logout](#)

**Thank you for your order!**

[Print this page](#) [Continue Shopping](#)

**Order Confirmation**

Order Number: 35136      Order Status: **User approved**  
 Requested Due Date: 10/16/2014 9:00:00 AM EDT      As of: 10/15/2014 8:48:17 AM EDT  
 Submitted on: 10/15/2014 8:48:17 AM EDT  
 Submitted by: anita schmoll

**Print Shop:** Niagara College NOTL Campus  
 Niagara College NOTL Campus  
 135 Taylor Road  
 Niagara-on-the-Lake, ON L0S  
 1J0  
 Canada  
 Tel: 905-641-2252

Products	Quantity	Item Price	Item Total
<b>Test1</b> Item Name: Standard Printing (9 Pages)	1	\$0.25	\$0.25
Subtotal:			\$0.25
Taxes:			\$0.03
<b>Total:</b>			<b>\$0.28</b>

## How to check the status and history of my orders

### Checking the status and history of my orders

Click 'Order Status' on the navigation bar to access the **My Order History** page. From this screen you have the option of **REORDERING** any previous job that you have submitted up to one year earlier. If you see a job marked as "shipped" it is ready to be picked up from the copy center.

**nc Niagara College Canada**

Home Cart (2) :: My Account :: **Order Status** :: Contact Us ::

Welcome John Niagara! [Logout](#)

**My Account**

- » [Profile](#)
- » [Files](#)
- » **My Order History**

### My Order History

**Time period:** One Week ▾ **Show status:** All ▾ **Sort by:** Order Number ▾

Printed Product Order Number: 1628 Order Date: 8/28/2012 12:50 PM Due Date: 8/29/2012 1:00 PM Status: <b>Rejected</b>	<b>Items:</b> . test	<a href="#">View Detail</a> <a href="#">Reorder</a>
Printed Product Order Number: 1635 Order Date: 8/28/2012 3:08 PM Due Date: 8/29/2012 3:00 PM Status: <b>Shipped</b>	<b>Items:</b> . test . test w/cover	<a href="#">View Detail</a> <a href="#">Reorder</a>

## How to update your profile information

### Updating your profile information

Click **My Account** on the navigation bar to access the profile page.

- ① Next to **Security Question**, click **Change**. Select a new security question from the drop down list and type in the answer. Click **Save**. The security question is used to recover your password in case you forget.
  
- ② Next to Password, click **Change**. Type in the current password, a new password, confirm new password and click **Save Changes**.
  
- ③ Click **Edit** at the bottom of the page. Make your changes and click **Save**.

## Getting Help

### Getting help

Click 'CONTACT US' on the navigation bar to access the Customer Support page.

The screenshot shows the top navigation bar of the Niagara College Canada website. The bar is dark blue with the 'nc Niagara College Canada' logo on the left. On the right, there are links for 'Home', 'Cart (0)', 'My Account', 'Order Status', 'Print Shops', and 'Contact Us'. The 'Contact Us' link is circled in red. Below the navigation bar, there are buttons for 'Storefront' and 'Administration'. The main content area is titled 'Customer Support' and contains the following text:

**Contact your Print Shop**  
For questions about an order, please contact your print shop at:

Ricoh Support NOTL  
Niagara College NOTL Campus  
135 Taylor Road  
Niagara-on-the-Lake, ON L0S 1J0  
Canada  
905-641-2252  
[ricohnl@niagaracollege.ca](mailto:ricohnl@niagaracollege.ca)

**Contact a System Administrator**  
If you are encountering problems with the web site, please contact the site administrator at:

### Locations:

**Welland Campus Print Center**  
905-735-2211 EXT. 7461  
[ricohwc@niagaracollege.ca](mailto:ricohwc@niagaracollege.ca)

**NOTL Campus Print Center**  
905-641-2252-EXT. 4057  
[ricohnl@niagaracollege.ca](mailto:ricohnl@niagaracollege.ca)