Welcome to the Service Portal

Log in to order consumables, get help or report an issue

User name

Password

Forgot Password ?

Log in

First time logging in? Click Here.



URL: <u>https://www.kmclientservices.ca/csm</u>

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Basic Access

Allows access to brochures, specification sheets and training.

1. Select Basic Access to view/download the Sales Materials or Training

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KONICA MINOLTA Business	olutions
Register for Privileged Access Basic Acc	Contact Us
	Walcomo to the
	welcome to the
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	User name
	Password
	Forgot Password ?
	Log in
	First time logging in? Click Here.
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NICA MINOLTA Business Solutions	Q, Login La
Privileged Access Basic Access Contact Us	
	Welcome to Knowledge
	Search (minimum 3 characters)
	2 Knowledge Bases 63 Articles 0 Q&A
	Explore our Knowledge Bases
	Sales Material \ Material \ Eritrainement

How to Register for Privileged Access

Privileged access allows the user to create service cases, order consumables and check on the status of cases.

1. User clicks Register for Privileged Access

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KONICA MINOLTA	Business Solu	tions
Register for Privileged Access	Basic Access	Contact Us
		Welcome to the Service Portal Log in to order consumables, get help or report an issue
		User name
		Password
		Forgot Password ?

First time logging in? Click Here.

Log in

2. User fills in First Name, Last Name, Email address, Preferred Language and the Registration Code provided by Dept Admin. Click Agree, and not a Robot. Click Submit.

rour vous inscrire à un Accès Privilégié, con ous au support@kmclientservices.ca	tactez l'Administrateur de votre département afin d'obtenir le code d'enregistrement. Si vous ne savez pas qui contacter, contacter-
* First Name	first name
* Last Name	last name
* Business Email	business email
Business Phone	123-123-1234
Mobile Phone	123-123-1234
Preferred Language	System (English) 👒
* Registration Code	Your company registration code
* Security Code	I'm not a robot

3. Confirmation that request has been submitted for review. Email sent to end user.

ir request has been submitted and is pending review. You will receive an email when your request is processed.			
Customer Registration			
First Name	Joe		
Last Name	Smith		
Business Email	joe.smith@canada.gc.ca		

KONICA MINOLTA

Un message en français à suivre

Thank you for your registration to the Konica Minolta Client Services portal, your request has been received and submitted for approval.

New User Account Request:

First Name: Joe

Last Name: Smith

Email: joe.smith@canada.gc.ca

If you have any questions please contact us at ClientServices@bt.konicaminolta.ca or call us toll free at 1-800-777-1657.

Best Regards,

Client Services Support Konica Minolta Business Solutions (Canada) Ltd. Toll-Free: 1-800-777-1657

- 4. Email sent to Customer Administrator that new user has requested access to portal. Customer admin has two choices, they can either approve or deny the request.
- 5. Case reviewed and contact is created. Email sent to end user with temporary password and login info.



Un message en français à suivre

Hello Joe Smith,

Your registration request has been approved and you now have access to the Konica Minolta Clie.

Please Login using the following credentials:

https://konicaminoltadev.service-now.com/

User ID: joe.smith@canada.gc.ca Password: xG6WSXdD

If you have any questions please contact us at <u>ClientServices@bt.konicaminolta.ca</u> or call us toll :

Best Regards,

Client Services Support Konica Minolta Business Solutions (Canada) Ltd. Toll-Free: 1-800-777-1657 6. Approved user will be required to reset password at first login.

Change Password	
User name:	
joe.smith@canada.gc.ca	
Current Password:	
New password:	
Confirm New Password:	
	Submit

Creating a Service Request

1. User clicks Create Service Request

KONICA MINOLTA	Busi	ness	Solut	ions
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Support Contact Us							
	Hello, Depart						IN
	Search the Portal / Votre Rech	erche	Q	A		1 1 1 1	1
	Ask A Question						1
Cr	reate Service Request	Order Cons Request Supplies for	umables your Products	Downloads - Browse and Search for Re Downloads and	Knowledge eports, Support Tools, Q&A Articles		
Most V	/iewed Knowledge Articles		My Open Cases				
bizhub bizhub bizhub	C300i Training Video C300i Training Video + 2y ago C550i How-to-Videos		testing sla Konica Minolta - Toronto Depart User Depart User testing sla	New	Ø about an hour ago		
bizhub G	CSSOI How-to-Videos + 2mo ago		Consumable Order / Comm consommables Konica Minolta - Toronto Purolator Integration Consumable Order / Commander consommables	ander des Resolved	Ø a day ago		

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© 2021 KONICA MINOLTA BUSINESS SOLUTIONS (CANADA) LTD.

Giving Shape t

Q 🥐 Language: English 💿 Depart SP Admin Depart SP Admin

- 2. Select Account from drop down list
- 3. Select proper contact for the service call
- 4. Select Asset which requires the service
- 5. Under Subject enter the type of service required
 - a. Enter the description of the challenge
 - b. Add Attachments, if required
- 6. Select Submit

Solution KONICA MINOLTA	IS			Q 🥐	Language: English	Depart SP Admin Depart SP Admin -
Support Contact Us						
	Home > Customer Service > Sup	port > Create Service Request	Search		Q	
	Create Service Requ	Jest			_	
	Create a request for one of your Products			Submit	_	
	-	Please provide the following details to help us provide you with assistance. It	8			
		important to select the correct Asset. If you cannot find your asset, or need further assistance, please select Chat, or call us at 1-800-777-1657 or create a core under take to constant and wrill exercise use out the surgest the surgest	Rec	uired information		
		Case under has a does on and we renoue you get the support required.	_			
	· ·					
	* Account					
	Konica Minołta - Vancouver	×	•			
	* Contact					
	Depart SP Admin Depart SP Admin	ж	*			
	*Asset					
			*			

7. Confirmation page "Your request has been submitted"

aper Jam		a Actions	
Type your message here		Send	Cancel Case
	Depart MGMT Depart MGM © 1m ago	ит	st has been submitted
	CS0004267 Created		
	Start	Descriptio Paper jam	ant locate
		Number	C\$0004267
		State	New
		Account	Konica Minolta - Vancouver
		Subcategor	y
		Asset	135-0- AA6T011007 851 - KM BH 558e
		Created	2021-05-10

- 8. If you need to add additional comments place in "Type your message here" and click Send
- 9. Alternatively, if you require to cancel the case, select Cancel Case

Order Consumables

1. User clicks Order Consumables

KONICA MINOLTA	Business Solutions
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Q 🥐 Language: English 🖾 Depart SP Admin Depart SP Admin

Support Contact Us						
	Hello, Depart					
	Search the Portal / Votre Rech	ierche	Q			
	Ask A Question					
	Create Service Request	Order Cons Request Supplies fo	sumables r your Products	Downloads - Browse and Search for R Downloads and	Knowledge teports, Support Tools, I Q&A Articles	
	Most Viewed Knowledge Articles		My Open Cases			
	bizhub C300I Training Video bizhub C300I Training Video - 2y ago bizhub CS50I How-to-Videos		testing sla Konica Minolta – Toronto Depart User Depart User testing sla	New	Ø about an hour ago	
	bizhub C330i How-to-Videos - Zmo ago		Consumable Order / Co consommables Konica Minolta - Toronto Purolator Integration Consumable Order / Commis consommables	mmander des Resolved	⊘ a day ago	

- 2. Select Account from drop down list
- 3. Select proper contact to receive the consumables
- 4. Select Add

SKONICA MINOLTA Business Solutions			Q 🤌 Language English	Depart SP Admin Depart SP Admin +
Support Context Us				
Here > CustomerService > 1	Apport 3 Order Comarnables	Search.	α,	
Order Consumable	85		_	ĺ
Create a request for consumables			Submit	
	Please provide the Inflowing details to help us. Allil joursect acress the involve to every proper delva analy on water and a fairly an assistance appears assert char, and or create a Case and or "Volve Overston" and well ensure consumable for the right device.	ar onder. His Important to eye, if Syou convert find you call aut at 48400 X771457 ex you get the right		
*Account				
Kanca Missita - Vancauver				
*Contact B Depart 92 Admin Depart 92 Admin				
Consumables	-			
Add Berrow Al				
Actions Account	Asset Item Quantity	Cast		

- 5. Select the drop down list under Asset, select proper asset
- 6. Select the drop down list under Item, select item to order and quantity
- 7. Select Add
- 8. Select Add if more items are required to order until the order is complete
- 9. Enter the PO, if required
- 10. Enter Additional comments if any
- 11. Select Submit

Account	
O Treasury Board - 100038565	
* Asset	
	*
• Item	
	τ.
* Quantity	
1	
Cost	
	Close Add

Knowledgebase – FAQ, Support Tools, Training Materials, User Manuals

1. Select Downloads - Knowledge

Solutions					Q	Language	: English	Depart SP Admin	Depart SP Admin
Support Contact Us	Hello, Depart Search the Portal / Votre Rect	herche	٩						
Cre	eate Service Request	Order Cons Request Supplies fr	sumables ar your Products	Downloads - Browse and Search for Re Downloads and C	Knowle ports, Suppo Q&A Articles	edge rt Tools,			
Most Vi bizhub C bizhub C bizhub C bizhub C	ewed Knowledge Articles 3001 Training Video 1001 Training Video - 2y ago 5501 How-to-Videos 5001 How-to-Videos - 2mo ago		My Open Cases testing sla Rorica Minoba - Terroto Depart User Depart User testing sla Consumable Order / Common Consumables - Terroto Rorica Minoba - Terroto Rorica Minoba - Terroto Consumable Order / Common consumables Order / Common consumables	New mander des Resolved Ier des	⊘ about a ago ⊘ a day a	un hour			

- 2. Type in model in the Search bar (ie C450i) and all related materials will be provided
 - a. Alternatively, browse the different options (FAQ, User Manual, etc)



Fleet Management Services – Move, Change, Training Request

1. Select Support Services under the Support button on home page

	INOLTA Business Solution	IS				Q	Language: English	Depart SP Admin Depart SP Admin
My Hems Assets Contacts Profile	t Us Get Help Support Services History Case List Case Lookup	Hello, Depa Search the Portal / Votre	rt Recherche	٩	Á			
		Create Service Request Contact us for Support	Order Cor Request Supplies	nsumables for your Products	Downloads an Downloads and Search for Downloads and	- Knowle Reports, Suppor d Q&A Articles	dge t Tools,	
		Most Viewed Knowledge Articles bizhub C300i Training Video bizhub C300i Training Video + 2y ago bizhub C550i How-to-Videos bizhub C550i How-to-Videos + 2mo ago		My Open Cases testing sta Konica Minoha - Toronto Depart User Depart User testing sta Consumable Order / Common Consormables Konica Minoha - Toronto Purelator Integration Consormables	New mander des Resolved Ier des	© about ar ago © a day ag	n hour	

2. Select Fleet Management Services

KONICA MI	NOLTA Business Solut	iona			a 👂	Language English	Depart SP Admin Depart SP Admin
(amout contact	18						
My Itema Assets	Get Help Separat Services	Home 🗲 Customer Serv	ice > Support		α,		
Contacts	History	Categories	Support			=	
PTOFRA	Case List Case Listkap	Support	Create Service Request Course a request for one of your Predicts View Details	Fleet Management Services Fleet Management Services Vere Details	Order Consumables Create a repart for consumables Vere Details		
			Ask A Question Ask a Question View Installs	Create Contact Create Contact Unive Details			

- 3. Select Account
- 4. Select the Contact
- 5. Select the Category
- 6. Select the Asset
- 7. Enter any notes required
- 8. Add Attachment and select Submit

tome Customer Service Support Pleet Management Services	Search	Q
Heet Management Services		
00		Submit
*Account	Required i	nformation
*Contact		
0 Kein Bend	x +	
Category		
- Nose -	•	
Asset		
Notau		

Asset List

1. From the home page select Support, Assets

C KON		Busines	s Solution	ns											Q 🧟 Languag	je: English	Depart SP Admin D	epart SP Admin +
Support	Contact Us																	
Home >	Assets													Search				Q
≡ Hardw	are																	
Y AL																		
Account	Asset Tag	Model	Street	City	State / Province	Floor	Room	Primary Contact	Purchase Amount	Lesse Amount	CPI B/W	CPI Colour	Contract End	Cost Centre	Last Meter Read Date	Total/BW Meter	Colour Meter Read	Contract Type
Konica Minolta - Toronto	085-01- AA7R011003540	KM BH C450i	5875 Explorer Drive	Mississauga	ON			Depart Üser Depart Üser	\$0.00	\$0.00					2021-04-10 08:35:10	9,244	8,990	NMSO
Konica Minolta - Toronto	085-01- AA7R011006684	KM BH 450i	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0,00	\$0.00					2020-12-12 10:30:08	115	7	NMSO
Konica Minolta - Toronto	085-01- A8KN011000805	KM BH C550i	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0.00	\$0.00					2020-06-03 08:15:06			DISO
Konica Minolta - Toronto	135-0- A79M011024344	KM BH C458	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0.00	\$1,500.00	0.012	0.14	2020-03-16		2020-08-17 15:00:04	5,099	16,435	NMSD
Konica Minolta - Toronto	085-01- A2X1017009053	KM BH C550i	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0.00	\$0.00					2021-05-05 12:00:04	179,301	241,663	NMSD
Konica Minolta - Toronto	2507221X00	Sharp MX- 2640N	5875 Explorer Drive	Mississauga	ON			Depart User Depart Üser	\$0.00	\$0.00					2021-04-15 01:05:13	51,665	40,701	DISO
Konica Minolta - Toronto	135- AAJN011001457	KM BH C550i	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0.00	\$0.00					2020-08-17 15:00:03	0	0	NMSD
Konica	135-0-	KM BH	123 Oak	Vancouver	BC			Depart MGMT	\$0.00	\$100.00		0	2021-03-02		2020-03-23 11:34:49	121,021	198,780	NMSO

- 2. You can select any asset by clicking on the line item
- 3. If you're looking for a specific asset, select the Filter button and filter accordingly

≡ Hardware			
Y Al			
Load Filter Save Filter Add Sort			Clear All Run
All of these conditions must be met			
Asset Tag	▼ contains	× 3540	
or			
New Criteria			

Case List

1. From the home page select Support, Case List

	AINOLTA Business	Solutions								۹ 🖗	Language: English	Depar	SP Admin D	epart SP Admin +
Support Conta	ct Us													
Home > Case	9								Search					٩
E Cases														
	e - true													
Account	Contact	Asset	Number	Short Description	Parent Case	Opened	State	Category	Subcategory	Symptom	Resolution code	Expected Start	Start Time	Finish Time
Konica Minołta - Toronto	Depart User Depart User		CS0004219	testing sla		2021-04-29 15:27:42	New	Fleet Management Senrices	Order			2021-05-01 11:15:18		
Konica Minolta - Toronto	Purolator Integration		CS0004181	Consumable Order / Commander des consommables		2021-04-27 13:41:21	Resolved	Fleet Management Senrices	Consumables Order		Others			
Konica Minolta - Toronto	Purolator Integration		CS0004183	Consumable Order / Commander des consommables	CS0004181	2021-04-27 13:48:32	Resolved	Fleet Management Services	Consumables Order		Others			
Konica Minolta - Toronto	Depart User Depart User		CS0002621	this is a test		2020-11-30 15:55:16	Cancelled	Onsite Field Services	Repair	NW = Machine Not working				
Konica Minolta - Toronto	Depart User Depart User	030-01-AAFJ011002640 - KM BH 4402P	CS0001490	Consumable Order / Commander des consomm		2020-06-02 15:32:01	Resolved	Fleet Management Services	Consumables Order	MISC = Miscellaneous				
Konica Minolta - Vancouver	Depart SP Admin Depart SP Admin		CS0001339	toner		2020-04-28 09:11:30	Resolved	Onsite Field Services	Remote Support	0 - Other	Others			2020-04-28 10:55:00
< > F	Rows 1 - 6 of 6													

- 2. You can select any case by clicking on the line item
- 3. If you're looking for a specific case, select the Filter button and filter accordingly

Cases			
All > Active - true			
Load Filter Save Filter Add Sort			Clear All Run X
All of these conditions must be met			
Active	▼ is	✓ true	
or			
New Criteria			

Contact Us

🔵 ко	NICA MINOLTA	A Business Solutions	
Support	Contact Us		l
Client S	ervices		
Monday to Toll Free:1 Email: sup	i Friday, 8:00 am to 4 -800-777-1657 port@kmclientservic	4:00 pm EST ces.ca	
Corpora	te Office		
Konica Mir 5875 Expl Mississau	noita Business Solut orer Drive ga, Ontario L4W 0E1	tions (Canada) Ltd. 1	
Service	à la clientèle		
Lundi au V Sans Frais Courriel: si	endredi 8h à 16h HM (1-800-777-1657) upport@kmclientser	NE rvices.ca	
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