

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



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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

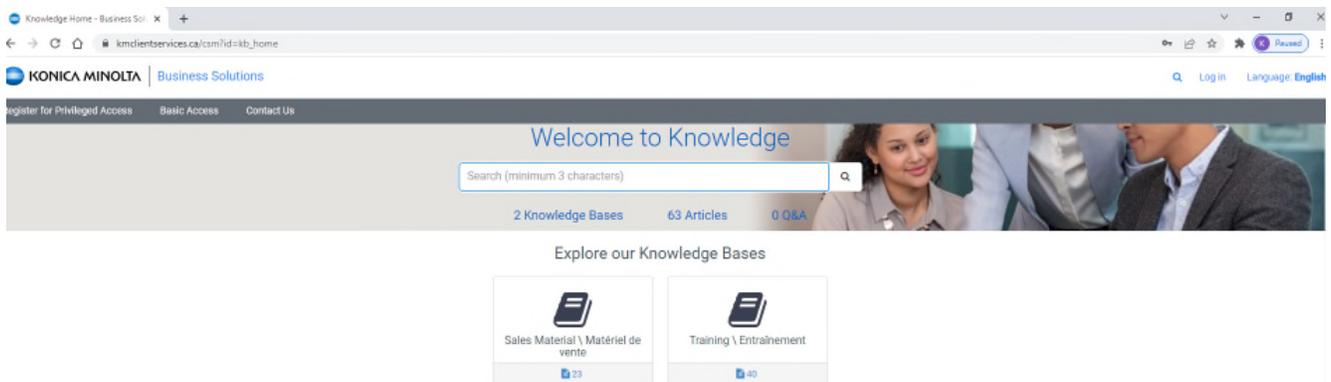


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How to Register for Privileged Access

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

← → ↻ 🏠 kmclientservices.ca/csm

KONICA MINOLTA Business Solutions

Register for Privileged Access Basic Access Contact Us

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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.

Customer Registration

To register for privileged access, contact your departmental admin resource for the Registration Code. If unsure who to contact, please contact us at support@kmclientservices.ca
Pour vous inscrire à un Accès Privilegié, contactez l'Administrateur de votre département afin d'obtenir le code d'enregistrement. Si vous ne savez pas qui contacter, contactez-nous au support@kmclientservices.ca

* First Name

* Last Name

* Business Email

Business Phone

Mobile Phone

Preferred Language

* Registration Code

* Security Code I'm not a robot 

Submit

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

Your request has been submitted and is pending review. You will receive an email when your request is processed. ✕

Customer Registration

First Name	<input type="text" value="Joe"/>
Last Name	<input type="text" value="Smith"/>
Business Email	<input type="text" value="joe.smith@canada.gc.ca"/>



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 ClientServices@bt.konicaminolta.ca 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:

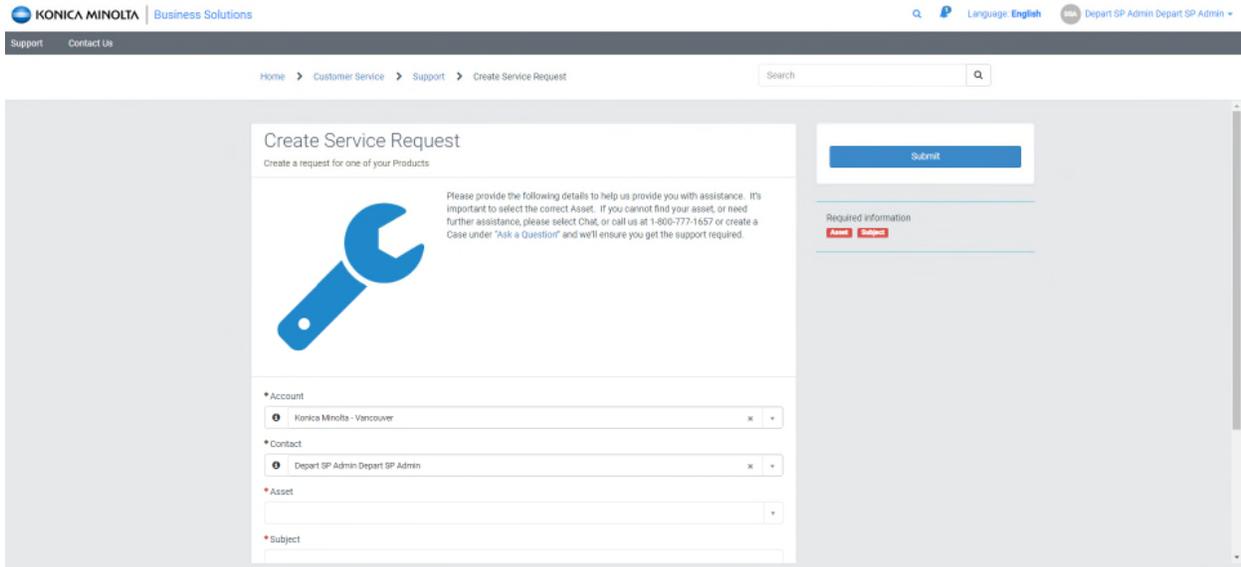
[Submit](#)

Creating a Service Request

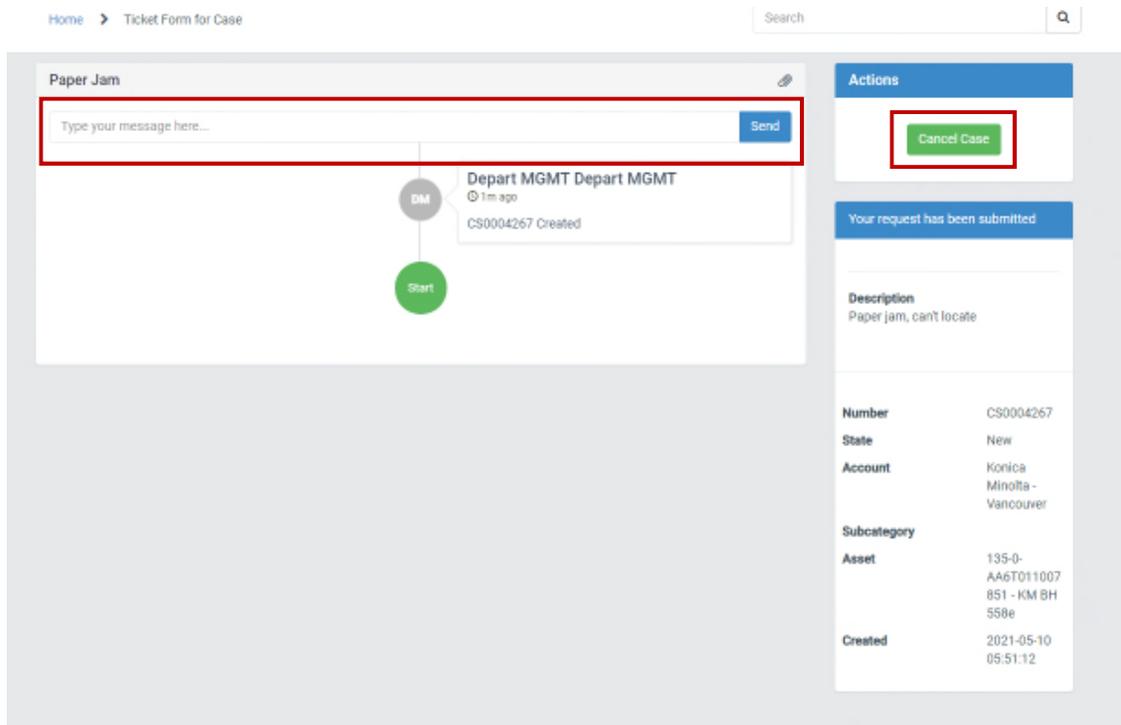
1. User clicks Create Service Request

The screenshot shows the Konica Minolta Business Solutions portal. At the top, there is a navigation bar with the logo and 'Business Solutions'. Below this, a header area says 'Hello, Depart' and includes a search bar and an 'Ask A Question' link. The main content area features three primary service tiles: 'Create Service Request' (highlighted with a red box), 'Order Consumables', and 'Downloads - Knowledge'. Below these are sections for 'Most Viewed Knowledge Articles' and 'My Open Cases'. The footer contains social media icons, a copyright notice for 2021, and a 'Giving Shape to' logo.

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



7. Confirmation page “Your request has been submitted”

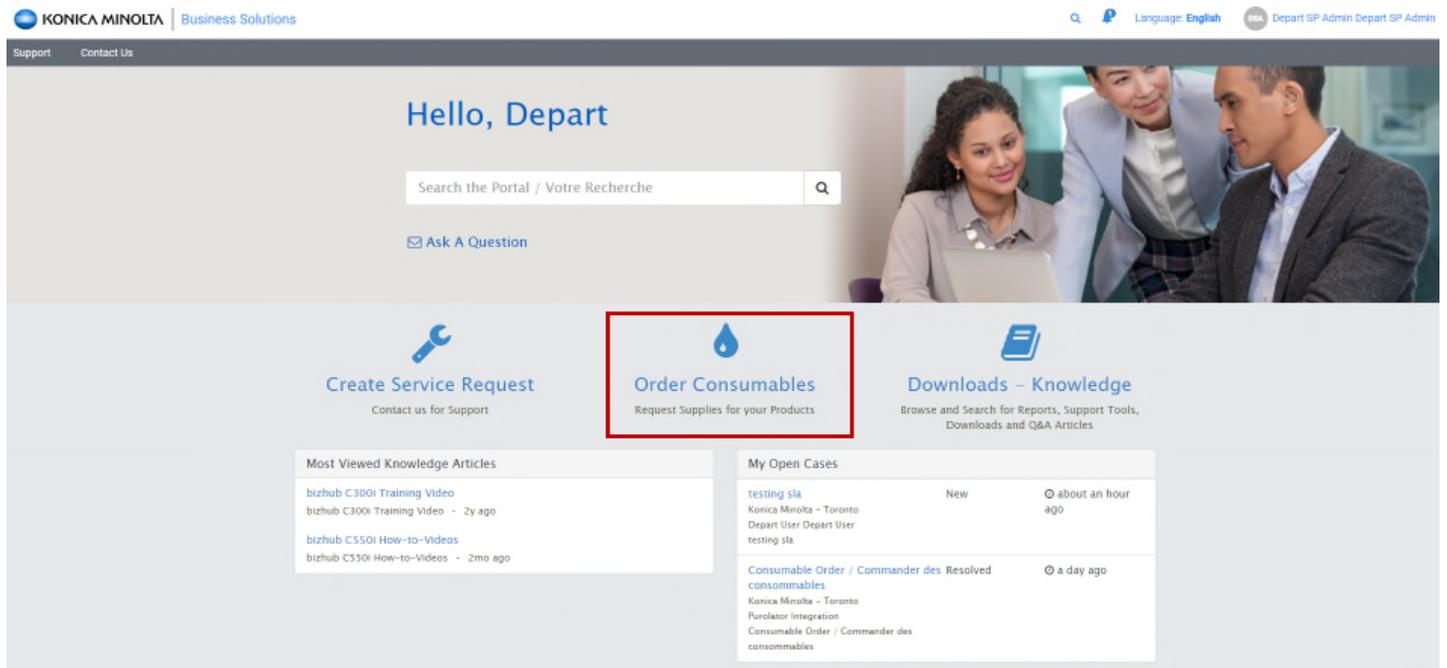


8. If you need to add additional comments place in “Type your message here” and click Send

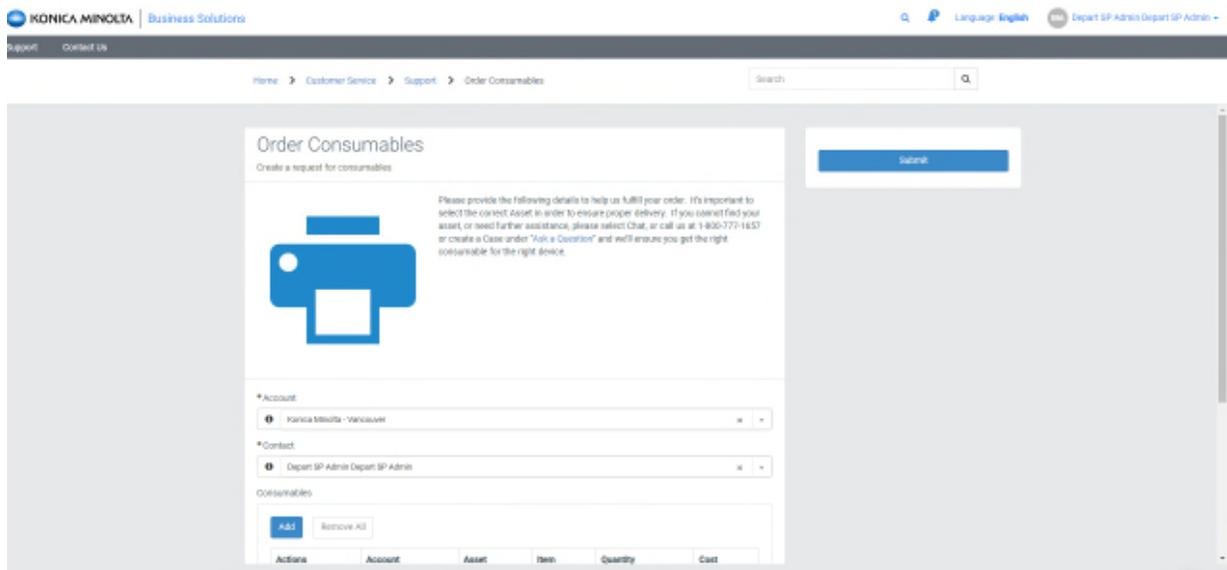
9. Alternatively, if you require to cancel the case, select Cancel Case

Order Consumables

1. User clicks Order Consumables



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



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

Add Row ✕

Account

Treasury Board - 100038565

* Asset

Item

* Quantity

1

Cost

Close Add

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

1. Select Downloads - Knowledge

The screenshot shows the Konica Minolta Business Solutions portal. The top navigation bar includes 'Support' and 'Contact Us'. The main content area features a greeting 'Hello, Depart' and a search bar. Three main service tiles are visible: 'Create Service Request', 'Order Consumables', and 'Downloads - Knowledge'. The 'Downloads - Knowledge' tile is highlighted with a red box. Below the tiles are sections for 'Most Viewed Knowledge Articles' and 'My Open Cases'.

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)

Welcome to Knowledge

Search (minimum 3 characters)

4 Knowledge Bases 100 Articles 0 Q&A

Explore our Knowledge Bases

- Frequently Asked Questions \ Questions fréquemment... 6
- Support Tools \ Outils de support 24
- Training \ Entraînement 40
- User Manuals \ Manuels de l'utilisateur 30

- Featured**
No content to display
- Most Useful**
Lexmark MX421ADE User Manual
System Administrator · 0 Views · 2y ago · ★★★★★
- Most Viewed**
bizhub C300i Training Video
Naila Rodrigues · 2 Views · 2y ago · ★★★★★
bizhub C550i How-to-Videos
Michelle Barkhouse · 2 Views · 2mo ago · ★★★★★

Fleet Management Services – Move, Change, Training Request

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

KONICA MINOLTA | Business Solutions

Support Contact Us

My Items Get Help

- Assets
- Support Services
- Contacts
- History
- Profile
- Case List
- Case Lookup

Hello, Depart

Search the Portal / Votre Recherche

Ask A Question

- Create Service Request
Contact us for Support
- Order Consumables
Request Supplies for your Products
- Downloads – Knowledge
Browse and Search for Reports, Support Tools, Downloads and Q&A Articles

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 sla Konica Minolta – Toronto Depart User Depart User testing sla	New	about an hour ago
Consumable Order / Commander des consommables Konica Minolta – Toronto Purrolator Integration Consumable Order / Commander des consommables	Resolved	a day ago

2. Select Fleet Management Services

KONICA MINOLTA | Business Solutions

Support Contact Us

Home > Customer Service > Support

Support

- Create Service Request
Create a request for one of your Products
- Fleet Management Services
Fleet Management Services
- Order Consumables
Create a request for consumables
- Ask A Question
Ask a question
- Create Contact
Create Contact

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

Asset List

1. From the home page select Support, Assets

Account	Asset Tag	Model	Street	City	State / Province	Floor	Room	Primary Contact	Purchase Amount	Lease 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 User Depart User	\$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-ABKN011000905	KM BH C550i	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0.00	\$0.00					2020-09-03 08:15:66			DISO
Konica Minolta - Toronto	135-0-A79M011024344	KM BH C456	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$0.00	\$1,500.00	0.012	0.14	2020-09-16		2020-09-17 15:00:04	5,099	16,435	NMSO
Konica Minolta - Toronto	085-01-AZx1017009033	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	NMSO
Konica Minolta - Toronto	2507221X00	Sharp MX 2640N	5875 Explorer Drive	Mississauga	ON			Depart User Depart User	\$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					2020-09-17 15:00:03	0	0	NMSO
Konica	135-0-417M011000000	KM BH C550i	123 Oak	Vancouver	BC			Depart MGMT	\$0.00	\$100.00	0		2021-09-02		2020-09-23 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

Case List

1. From the home page select Support, Case List

Account	Contact	Asset	Number	Short Description	Parent Case	Opened	State	Category	Subcategory	Symptom	Resolution code	Expected Start	Start Time	Finish Time
Konica Minolta - Toronto	Depart User Depart User		CS0004219	testing sla		2021-04-29 15:27:42	New	Fleet Management Services	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 Services	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-AAEJ011002640 - KM BH 4482P	CS0001490	Consumable Order / Commander des consommables		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	D - Other	Others		2020-04-28 18:55:00	

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

Filter configuration: All Active = true

Buttons: Load Filter, Save Filter, Add Sort, Clear All, Run

Filter criteria: Active is true

Buttons: OR, AND

New Criteria

Contact Us

Support Contact Us

Client Services

Monday to Friday, 8:00 am to 4:00 pm EST
Toll Free: 1-800-777-1657
Email: support@kmdclientservices.ca

Corporate Office

Konica Minolta Business Solutions (Canada) Ltd.
5875 Explorer Drive
Mississauga, Ontario L4W 0E1

Service à la clientèle

Lundi au Vendredi 8h à 16h HNE
Sans Frais: 1-800-777-1657
Courriel: support@kmdclientservices.ca

Siège Social

Solutions D'Affaires Konica Minolta (Canada) Ltée.
5875 Explorer Drive
Mississauga, Ontario L4W 0E1