Services Portal guide for NMSO users

1. Logging into the Ricoh Services Portal

To log into the Portal, navigate to the following URL, input your username and password, and select "Login" (Image 1):

https://ricohcanada.service-now.com/csm?id=p_csmfed_login

Note: First-time users will need to self-register to obtain their login credentials (See Step 2)

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Welcome	e to Government of	Language	1		S
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Login to Access Wor Ricoh Canada	kplace Print and Services provided by	1	20		5
User name					
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Forgot Password?	COLUMN THE PARTY OF				
	Login				
Don't have an accou	Int? Register				
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Image 1

Every time you access the portal you will be prompted to enter a username and password.

Select Language Preference

Users can change their language preference from the Login screen (Image 2):



Image 2

2. Self-Registration

Powered by: RICOH	Pre-Approved	Register	.ogin
Welcome to Government of			
Canada NMSO	· <		
Login to Access Workplace Print and Services provided by Ricoh Canada	202		
User name			
Password			
Forgot Password?			
Login			
Don't have an account? Register			
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Click on the "Register" link at the top right, or bottom left of the screen (Image 3):



A registration screen will appear where you must enter your profile details (Image 4):

Customer Registration	
✤ First Name	First Name
★ Last Name	Last Name
* Choose your Department	~
Standing Offer	
★ Business Email	Email Address
Business Phone	1001-0001
* Requested Role	Fed Gov User 🗸 🗸
	Select Fed Gov User if you want to access Portal Content and create Requests via Service Portal (Basic User) Select Fed Gov Customer Case Manager if you are required to Manage Service Requests Select Fed Gov Admin if you are required to Manage Portal Users and Approve Portal Access for other users
	Note: Requested Role is subject to Approval

Image 4

- Choose your Department (It is crucial you select the correct department to ensure your specific assets are linked.) Please review all available departments as some department names are somewhat similar.
- The "Standing Offer" field will populate automatically
- The "Requested Role" field will default to "Fed Gov User" (Do not change unless you require elevated access which will be subject to approval)
- The * represents a mandatory field

Note: Please always request the "Fed Gov User" role unless your job function requires elevated access. The elevated roles are subject to SSC approval. Please see a description of each access role on the registration page. (Image 5)

- Select Fed Gov User if you want to access Portal Content and create Requests via Service Portal (Basic User)
- Select Fed Gov Customer Case Manager if you are required to Manage Service Requests
- Select Fed Gov Admin if you are required to Manage Portal Users and Approve Portal Access for other users

Note: Requested Role is subject to Approval

Image 5

Note: If you are already registered, you will receive an "account already exists" error at the top of the page. Please use the "Forgot Password" option to reset your password.

- 3 emails will be received by the users trying to register
 - Registration Request received
 - User ID and the URL for log in (Image 6)
 - Temporary Password (password instructions are provided in the email)

Ricoh Canada ServiceNow <ricohcanada@service-now.com> To:</ricohcanada@service-now.com>	100	Wed., Jan. 26 at 11:47 a.m
Hello Calin,		
The account you requested for Ricoh Services Portal has been created You may now access the application using the following credentials: https://ricohcanada.service-now.com/csm?id≕p_csm_diso_login		
User ID:		
The password will be in another email.		
Best Regards, Ricoh Team		
Bonjour Calin,		
Le compte que vous avez demandé pour le portail des services de Ricoh a été créé. Vous pouvez maintenant accéder à l'application en utilisant les données d'accès suivant https://ricohcanada.service-now.com/csm?id≕p_csm_diso_login	es :	
Nom d'utilisateur		
Le mot de passe sera dans un autre email.		
Cordialement, Équipe Ricoh		



- Use the log in URL provided in the email to navigate to the log in page (Image 7)
- Type the User ID and the temporary password

Welcome to Government of Canada NMSO
Login to Access Workplace Print and Services provided by Ricoh Canada
User name
Password
Forgot Password/Expired Password?
Log in
Don't have an account? Register

Image 7

Change your Temporary password (Image 8)

) System administrator requires you to change your password
Change Password
User name:
Current Password:
New password:
Confirm New Password:
Submit

Image 8



Image 9

• Access the portal and start the Tour (Image 9)