

# 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](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)**

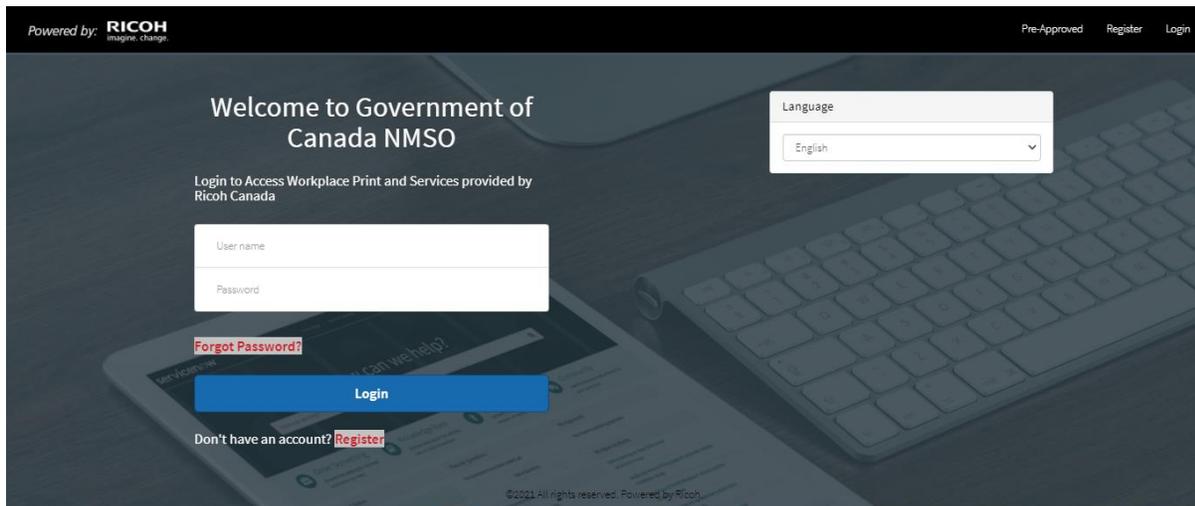


Image 1

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):

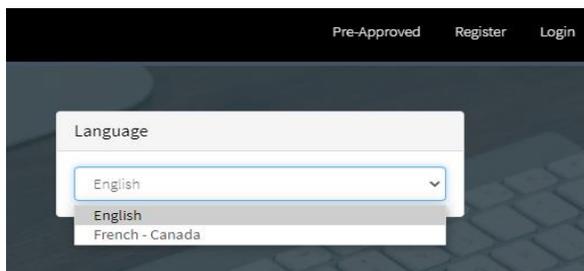


Image 2

## 2. Self-Registration

Click on the "Register" link at the top right, or bottom left of the screen (Image 3):

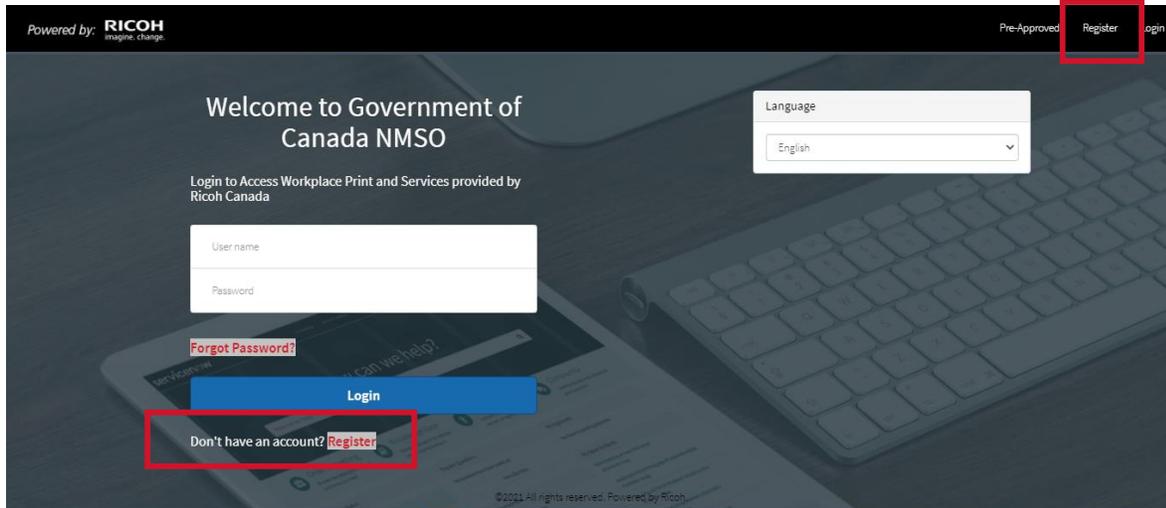


Image 3

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

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)

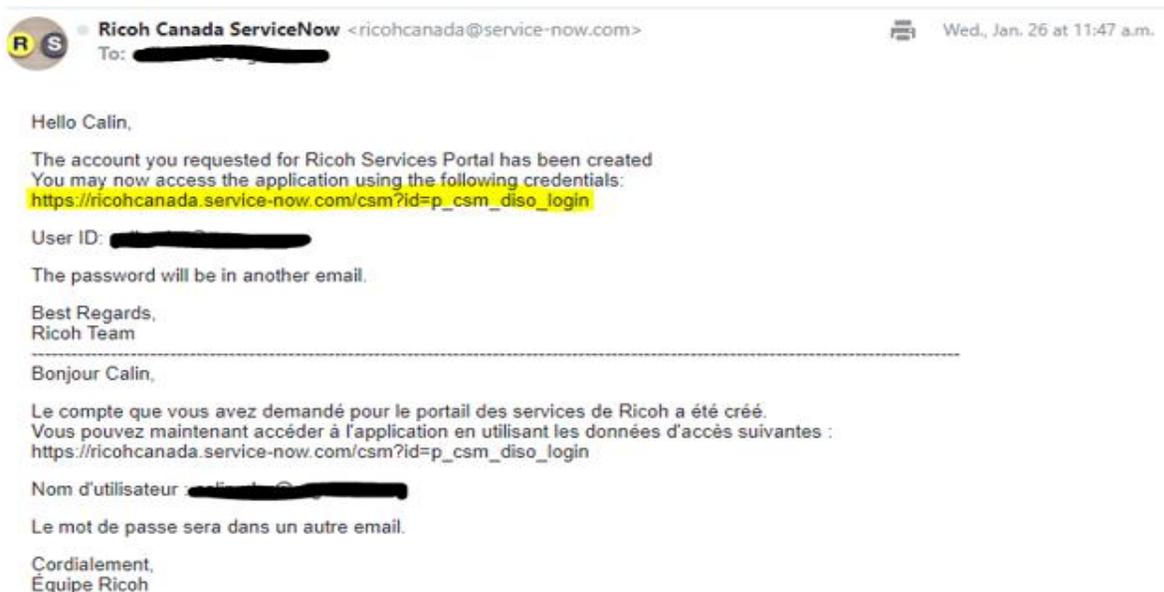


Image 6

- 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



Image 7

Change your Temporary password (Image 8)

The image shows a "Change Password" form. At the top, there is a message: "System administrator requires you to change your password". The form has the following fields: "User name:" with a redacted value, "Current Password:", "New password:", and "Confirm New Password:". There is a "Submit" button at the bottom right.

Image 8

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

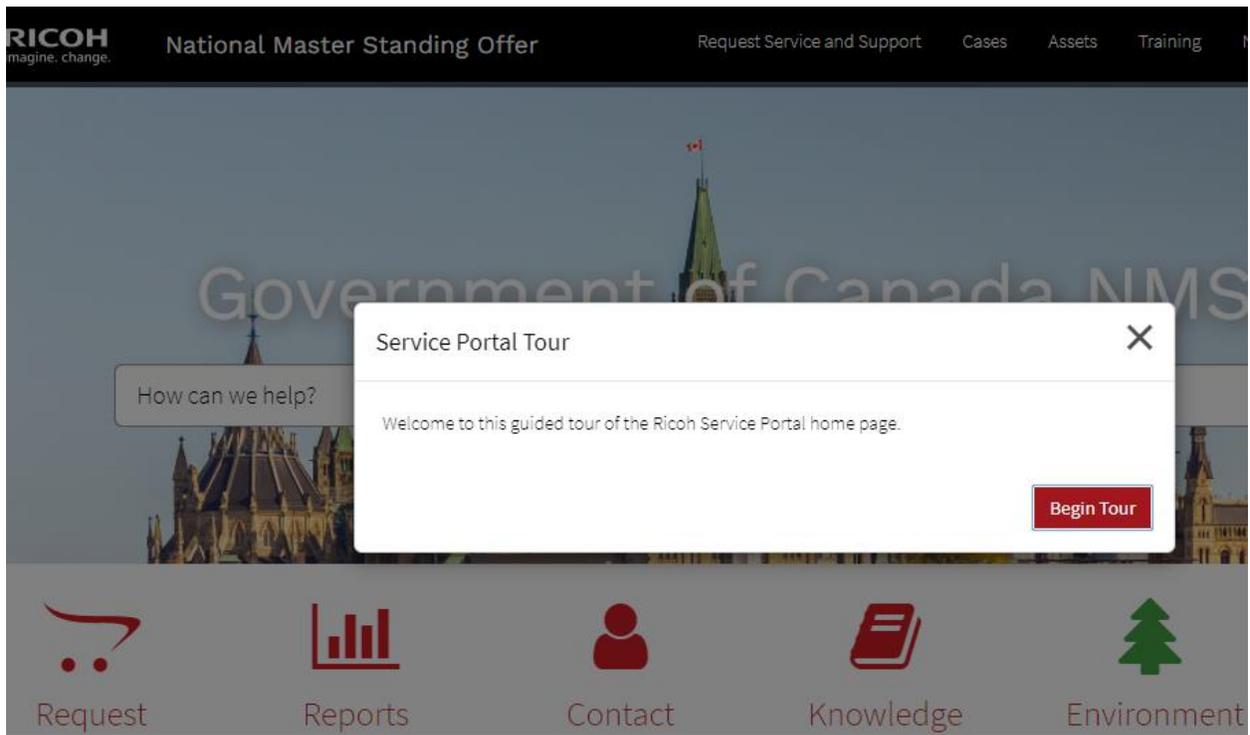


Image 9