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**myPrint introduction**

Ricoh myPrint enables you to print from a PC, laptop, smartphone or tablet on printers within a myPrint environment. This user guide explains how you can use myPrint. If necessary consult your local helpdesk or administrator for specific details about your myPrint environment.

We hope you enjoy working with myPrint.

**Notes**

- *myPrint functionality is also available as app (Apple IOS, Android and Windows Phone). They are freely available from the iTunes App store (Apple IOS), Google Play store (Android) and Windows store.*

- *Some features discussed in this manual only apply when myPrint is configured with a ‘payment workflow’. They are marked with a [ ] sign.*

- *Options that depend on the Follow-You system (the system that lets you collect your prints at a printer of your choice) are marked with the [ ] sign.*
myPrint website

The myPrint website provides access to the myPrint functionality (printing, purchasing credit, managing additional email addresses...). You need to login with your myPrint account.

At logging in, two situations can occur:

1. myPrint is linked to your organisation.
   (You can recognise it often by the missing link ‘Create account’)
   You can log in with your organisation’s Windows username and password and use myPrint directly.

2. myPrint is not linked to your organisation.
   You first need to create an account with an email address, via the link 'Create account' at the bottom of the login screen.

Notes

- When myPrint is linked to your organisation you can create an account by sending an email to the myPrint email address (see the link on the login page).
- Some myPrint configurations allow “guest users”. With this feature you can send a print job to the myPrint email address without having a myPrint account.
Logging in with your Facebook account

myPrint may be configured such that users can also log in via their Facebook account. This means you don’t have to remember yet another password. When this is the case the login page shows the Facebook login button:

When you click this button when you are logged in into Facebook, you don’t have to type your password. If you are not yet logged in into Facebook, Facebook will ask you for your Facebook credentials and then log you in into myPrint.

Notes
- You can only login to myPrint with Facebook if you have a myPrint account.
- When you log in via Facebook the first time, Facebook will ask you if you allow that myPrint uses the Facebook email address. You must answer with ‘Okay’.
- If the email address, associated with your Facebook account is different from the one, used by myPrint, you have to add the Facebook email address as additional email address (see section ‘Managing email addresses’).
Create account

You can create a myPrint account by using your email address. Note that if your organisation is linked to myPrint and you have a corporate account (managed by Active Directory), myPrint will warn you to use your corporate credentials.

myPrint will require you to agree with the terms and conditions of myPrint. You can view these conditions by clicking the ‘Conditions’ link.

For security reasons, myPrint sends an ‘activation email’ to this email address. myPrint creates the account after the receiver of this activation email clicked on the activation link in this email.

After activation myPrint will log you in and display your personal page on the myPrint website.

Note

👉 The myPrint administrator may exclude —for security reasons—certain email address domains (e.g. @hotmail.com). If you try to create an account with such email address, myPrint will warn you that this is not allowed.

👉 If you loose your activation email, myPrint will provide a resend link when you re-request the same myPrint account.

👉 At creating account myPrint will ask you to enter the characters shown in an image. This is a security measure that proves that myPrint is dealing with a real person.
Forgot your password?

If you forgot your password you can reset it with the ‘Forgot password’ link on the login screen.

1. Click on the link ‘Forgot password’. The following screen appears:

![Forgot password screen]

2. Enter your email address and the characters shown in the image and click on ‘Send’. myPrint will respond by sending you an email with an activation link.

3. Open this email and click on the activation link. You will now be able to change your password.

Notes

- The email with the activation link will only be sent to the main email address of the myPrint account; not to the possibly added additional email addresses.
- The activation link is only usable once and for a predefined time span.
- If you log in with your organisation’s credentials, you cannot use this function since it is your organisation’s system that maintains your password.
Home

This page provides access to several administrative tasks of myPrint.

The page contains the following information and features:

1. The name of your myPrint account.
2. Your myPrint credit.
3. Currently selected language. You can change it to another one.
4. Opens this myPrint help document.
5. Navigates you to the profile page that contains your personal myPrint settings.
6. Navigates you to the myPrint Home page.
7. Navigates you to the document that contains the terms and conditions of myPrint.
8. Logs you off from myPrint.
   Note that the system will automatically log you off after 15 minutes of inactivity.
9. ‘Crumble path’ to easily navigate between myPrint pages.
Printing using upload (Web Print)

The ‘Web Print’ feature on the myPrint Home page allows you to print a document by uploading it to myPrint.

1. Log in on the myPrint website.
2. Select the document by clicking the 'Browse' button, choose the appropriate print settings and click ‘Print’.

When the file is successfully uploaded you receive a notification that your document is ready to be printed.

3. Log in on a printer that supports myPrint. You can do that with your badge, your Windows credentials, or the User-ID that you have received via email at creation of your myPrint account.
4. The printer shows your print job. You can select and print it.

Notes

- Printing requires that you have sufficient print credit.
- myPrint supports different document types. You can find here which ones:
  
  Appendix A: supported document types
  
  If you upload a document of unsupported type, myPrint will warn you about that.
- When a file exceeds the maximum upload size, myPrint will warn you about that.
- Print jobs that are not printed are removed from the system after a while.
Printing using email (EmailPrint)

Instead of uploading your document with Web Print you can print it by emailing it to myPrint. This means you can print without being logged in.

1. Create an email and attach the document(s) that you want to print.
2. Send it to the preconfigured myPrint email address of your organisation. myPrint sends it to the printer.
3. Log in on a printer and collect your prints, following the same steps as described for Web print.

- The myPrint login page holds the email address to be used.
- On the printer you can recognise the email by the word ‘[Email]’ followed by the subject of the mail.
- On the printer you can recognise the attachments in the email by their file names.
- Be careful not to exceed the maximum size of an email that is set by many email providers when using large attachments.
- In some myPrint environments printing of the email itself is disabled. Only attachments will be printed.
Printing using Right-Click (Send To myPrint)

Yet another way to print documents is by selecting them in Windows Explorer and use the Right-click function. (Send To > Send to myPrint)

For more information see Appendix B. See also the explanation ‘Send To myPrint’ on the ‘myProfile’ page after pressing the button ‘Install Send To myPrint’.

Printing using the driver

On a Windows PC you can directly print from any Windows application to myPrint. This requires however that you have installed the ‘myPrint’ printer. One of these options applies:

1. On the home page a ‘Install Printer’ button is available for automatic installation.
2. On the home page a ‘Download printer driver’ button is available for downloading an installation package.

Installation using the ‘Install Printer’ button

1. Log in on the myPrint website.
2. Click on the ‘Install printer’ button.
   
   Click ‘Yes’ to confirm

3. Windows asks for your confirmation to open the printer driver:
   
   Click ‘Open’.

4. Internet Explorer may ask your permission to let myPrint open the printer driver:
   
   Click ‘Allow’. 
After installation, myPrint informs you that it has installed the printer successfully.

Do not forget to activate your myPrint ID. This necessary step will be explained in the next chapter.

Notes

- The printer installation only works in combination with Internet Explorer.
- Internet Explorer’s security level may not exceed the level ‘Medium’. (Internet Options > Security > Security level > Medium).
- If you are installing a myPrint printer on a Windows 8 system, you need to run Internet Explorer in the ‘Desktop mode’ and not from the Windows start screen (UI mode). You can set Internet Explorer in the ‘Desktop mode’ by starting it from the start screen of Windows Explorer. Right-click on the key symbol with your mouse at the bottom of the screen. Select ‘Show in desktop’.
- If you are using Internet Explorer version 11, you have to run Internet Explorer 11 in ‘Compatibility mode’. You can set Internet Explorer in the ‘Compatibility mode’ by selecting the ‘Tools’ icon in the upper right corner (or press Alt+x) and select ‘Compatibility View Setting’. In the ‘Change Compatibility View setting’ add the website of myPrint to the list by pressing ‘Add’.
- Installation on a Windows 10 computer using the default ‘Edge’ browser will result in the message “Installation of the printer can only be performed using Internet Explorer”.

To be able to install this printer on Windows 10 perform the following steps:

- Open the standard Edge browser and proceed to the myPrint website.
- Select in the top right corner the button with the three dots and select in the dropdown menu the option ‘Open with Internet Explorer...’
- Within Internet Explorer proceed to the ‘Home’ page of the website of myPrint and press the button ‘Install Printer’.
- Press ‘Yes’ in the popup that asks you to connect to the web printer.
- Press ‘Open’ in the following security popup that’s asks you to open this file.
- Press ‘Allow’ in the following security popup that warns you that a website wants to open web content using this program on your computer.
- Now watch the taskbar. A blinking shield will appear after a while. Click on it to show the popup asking you to allow this app to make changes to your PC. Select ‘Yes’ to continue.

Do not forget to activate your myPrint ID. This necessary step will be explained in Activating your myPrint ID.

- You should have sufficient privileges with your Windows account on a Windows system to
be able to add a printer.

- Sometimes with Internet Explorer, when the driver download button is clicked, it looks like Internet Explorer ‘hangs’.

  To solve this issue, please run the myPrint website in Compatibility mode. (Tools -> Compatibility settings).”.

- You can install this printer on all your personal computers, so that you can print from those devices as well. Don’t install this printer on a public computer; this would allow anybody to print with your account.

- An additional authorisation step on the printer prevents unauthorised people to print your print jobs and take your documents. If you suspect that people are misusing your account, you can request a new myPrint ID via the myPrint website.

- The printer installer actually is a Windows component. For this reason, messages from this component will be in the language, used by Windows.

**Installation using the ‘Download printer driver’ button**

1. Click on the button on the myPrint home page. The system shows you two options: one for a 32-bit systems and another for 64-bit.

2. Click on the button that applies to your PC. Look on your PC (Start > Control panel > System settings) if you don’t know if your system is 32 or 64 bit.

   The chosen package will be downloaded.

3. Install the downloaded package.

4. Do not forget to activate your myPrint ID. This necessary step will be explained in the next chapter.
**Activating your myPrint ID**

To ensure that your print job arrives at the correct account, you will need to enter your personal myPrint ID once in the printer driver of the installed myPrint printer.

1. Find your personal myPrint ID on the Post-it on the ‘Home’ page of the myPrint website. myPrint displays it when you click on it.

2. On your Windows PC, open ‘Control Panel’ and then select ‘Devices and Printers’.

3. Right-click with your mouse on the recently installed printer ‘myPrint on http://…….’ and select ‘Printing preferences’. The following screen appears:

   Click on ‘Details…’.

4. Windows opens following dialog.
   Type (or paste) your personal myPrint ID in the user ID field, and click ‘OK’ twice. You have now activated your myPrint ID and the myPrint printer is ready to be used.

**Notes**

- These steps must be carried out, otherwise your print jobs will not arrive at the printer.
- Remember that you need print credit (in a ‘payment workflow’) to print.
Google Cloud Printing (GCP)

Some myPrint configurations allow a user to use ‘Google Cloud Printing’.

This means that a user can directly print to a printer that exists ‘in the cloud’.

This is especially useful for those users who work on a system that have no direct access to a printer.

1. Install a Cloud printer. Navigate to the home page and click on the button ‘Install cloud printer’.

2. Temporarily switch off the ‘popup blocker’ on your PC. A popup blocker may otherwise prevent that the Google Cloud Print dialog opens.

3. A dialog opens. Follow the steps in this dialog and add a ‘myPrint cloud printer’. After you have done this, your Google cloud printer is ready to be used.

Notes
- You will only have an ‘Install cloud printer’ button if a Google cloud printer is installed and configured on your myPrint environment.
- You need to have a Google Gmail account in order to connect and use the myPrint Google Cloud enabled printer.
- If the email address, associated with your Google Gmail account is different from the one, used by myPrint, you have to add the Google Gmail address as additional email address (see section ‘Managing email addresses’).
Buying print credit

In order to print, you may need print credit. You can buy credit via myPrint and pay using several electronic payment methods that are available in your area.

1. Log in on the myPrint website.
2. Click on the ‘Buy credit’ button.
3. myPrint displays a view with three options (in the example, the currency is euros):

![€10] ![€20] ![€30]

Click on the desired amount.
4. myPrint launches the payment module in order to process the payment via online banking. Please complete this process. After completing this step you will be returned to the myPrint website.
5. If the transaction has completed successfully, you will be able to tell this from your increased credit.

Notes

- If the cost of a print job exceeds your credit then the printer will not release the job. The amount of prints that you can make depends on the price per page. Please see the feature Price list for more information.
- You can view the state of your print credit at the top of the page.
- The print credit will only be used on the moment you release a print job on the printer.
- Depending on the set maximum credit level, one or more raising options may be disabled.
- The transaction screen allows you to view your payment history. If a transaction was not properly completed you will see this here too.
- When your credit drops below a set minimum myPrint sends you an email to remind you to upgrade it. You can set this minimum via the Change alerts function on the myPrint website.
Cashing a voucher

Vouchers are coupons with which you can upgrade your printing credit. As such they are an alternative to purchasing printing credit via online banking, that is: if your organisation makes use of this option. Ask your local administrator what applies to you.

1. Log in on the myPrint website.
2. On the ‘Home’ page click on the button ‘Voucher to Cash’ if you want to cash a purchased voucher.

Enter the code that is printed on the voucher and click on ‘Voucher to cash’. myPrint raises your credit with the amount of the voucher.

Price list

The price list (available in a payment workflow) contains an overview of the printing costs.

1. Click on ‘Price list’. myPrint shows you the price list that applies to your organisation. Note: depending on the actual print job and settings like simplex/duplex or A4/A3 paper, the total price of your job will be calculated using these values.
My profile

This page provides access to administrative tasks of your myPrint account.

Install Send To MyPrint

Send To MyPrint is a utility (Windows only) for quickly sending documents to myPrint.

Click ‘Install Send To MyPrint’ to install it. Then double-click the downloaded file. A wizard guides you through the installation.
When installed go to: Start → All Programs → Send to myPrint

Appendix B explains the configuration and usage of the utility

Note

When you download the program Windows may warn you that the program might be dangerous. You can safely ignore this warning.
Printing preferences

You can save your favourite printing settings as default print settings. This is useful for several reasons:

- You don’t have to choose them for every print request
- Email printing will use these settings. This is important because you cannot choose print options for an email print request.

1. Login and navigate to the MyProfile page

2. Update your printing preferences:
   - Colour or black and white
   - Single-sided (simplex) or double-sided (duplex)
   - Staple on/off (Top left only)

Notes
- When you print a document with email printing, myPrint will use the set preferences.

Changing your myPrint ID

You may change your myPrint ID, for example when you suspect that others are using your account and abusing it.

1. Follow the steps in the chapter Activating your myPrint ID in order to change your myPrint ID in the driver.

Note
- After you have changed your myPrint ID, your old myPrint ID is no longer valid. If you attempt to print with the driver that contains your old code, your documents will not be printed.
Managing email addresses

People may have multiple devices (desktop, laptop, smartphone, tablet...) with different email addresses. myPrint allows you to link these email addresses to your myPrint account, enabling you to print from all these devices.

1. Log in on the myPrint website.
2. Choose 'My Profile' and click on 'Manage email addresses'. The following screen will appear:

   ![Screen for managing email addresses]

3. Enter up to five additional email addresses and click on the 'Save' button. myPrint will verify if you are indeed the owner of these email addresses by sending an email with a confirmation link to each address.

   Note: myPrint indicates per email address if it is awaiting confirmation or has been confirmed.

4. Open the email of myPrint (you find it in the inbox of the entered email addresses) and then click on the confirmation link. myPrint will register this address as an additional email address. You can from now on send print jobs via this email address.

   Note: active myPrint email addresses are marked with a ✓ symbol.

Notes

- As long as activation has not taken place ('Waiting for confirmation') the email address is not linked to your myPrint account. If guest printing is active you can however use it for printing.

- You can delete any linked email address by clicking on the recycle bin icon at the right of the email address.
Changing your password

You can change your password:

1. Log in on the myPrint website.
2. Go to ‘My Profile’ and click on ‘Change password’. The following screen appears:

   ![Password Change Screen]

   - Enter your current password and the new password (twice), and click on the ‘Change password’ button.
   - myPrint lets you change your password.

Notes

- For security reasons myPrint requires that the password is complex enough (see the password rules at the right side of the screen).
- You can’t change your password if you are logged in with the credentials of your Corporate account; in that case myPrint does not control these credentials.
Changing your User-ID

You must authorise yourself at the printer with your User-ID to be able to print. If you have forgotten your User-ID, you can use this feature to reset your User-ID.

1. Log in on the myPrint website.
2. Choose ‘My Profile’ and click on ‘Change User-ID’. The following screen appears:

   ![Send me a new User-ID button]

   The User-ID is used to authenticate yourself on the printer. If you have lost this User-ID you can request here a new one.

   - Click on the ‘Send me a new User-ID’ button. myPrint will send a new User-ID to the main email address of your myPrint account.

Notes

- Depending on the Follow-You system used, this attribute may be called differently.
- You can't use your old User-ID after the change.
- Since your badge is linked to the User-ID you should register your badge again at the MFP: log in with the new User-ID and then register the badge by holding it in front of the card reader.
**Changing alerts**

This page contains all your alerts, like changes to your print credit threshold. You will be notified by email when your myPrint credit dropped below certain minimum. This way you will not get the unpleasant surprise of not being able to collect your document at the printer due to insufficient print credit.

1. Log in on the myPrint website.
2. Choose ‘My Profile’ and click on ‘Change alerts’. The following screen appears:

   ![Change alerts screen](image)

3. Choose the desired minimum and click ‘Save’ to save the change.

**Note**

* If you do not wish to receive any alerts about depletion of your print credit, you can set the limit to 0.00.

**Closing your myPrint account**

When you leave your organisation or school you may want to close your myPrint account. Your remaining credit, if any, will be converted into a refund voucher—if your organisation has configured myPrint for refunding. Someone in this organisation with a cashier role will accept this voucher and return your remaining credit.

1. Log in on the myPrint website.
2. Choose ‘My Profile’ and click on ‘Close your account. myPrint will close your account after your confirmation.
3. myPrint sends you an email with a refund voucher code.

**Notes**

* Some organisations are legally not allowed to refund remaining credits. Ask your organisation whether this applies to yours.

* Your organisation may charge handling costs when you cash your refund voucher. You may instead decide to sell the refund voucher to another myPrint user.
myPrint apps

Often used functionality is available through the myPrint app, which exist for Android, iOS and Windows Phone.

1 Connecting to the myPrint server

The app needs to be connected with the myPrint server. This means that you have to tell the app the URL (i.e. the internet address) of the myPrint server. You have to do that only once.

- The app shows the server configuration page. Tap on the URL in the login page.
- Enter the URL of the myPrint server in the URL field on the server configuration page. Your organisation should be able to tell you this URL. Instead of typing the URL you may scan the ‘QR code’ with the QR code scanner of your table. In that case your organisation should have published this QR code somewhere.

2 Creating a myPrint account

If you don’t have a myPrint account yet you should request one. After you have requested it, myPrint will send you an email with a confirmation link. You must confirm that you indeed requested an account. You can use this account on the app as well as on the myPrint website.

Note that if your organisation manages you credentials and you have a corporate account, myPrint will warn you to use your corporate credentials to login.

3 Logging in

Log in with the credentials with which you created the myPrint account.

If you forgot your password you can request to change it—unless your user credentials are managed by your organisation.

4 Printing with the app

4.1 Share document and print

In several applications it is possible to ‘share’ a document with myPrint and then print it.
4.2 Select a file and print
With the Android app and Windows Phone app you can browse documents and print them with the app. On the iOS app, browse is more limited. On that device you can only browse pictures and print them.

4.3 Printing pictures
You can take pictures and print them.

4.4 Print settings
By default, the app will use the print settings, as defined on the myPrint website. You can overrule them and specify (1) Colour/Black & white, (2) Simplex/duplex, (3) Staple, (4) Number of copies.

5 My Profile (Account settings)
On this page you can do a number of administrative tasks.

5.1 Buying print credit
In order to print, you may need printing credit. You can buy credit via myPrint and pay using a payent service provider.

- ‘Purchase credits’ button and log in to the myPrint website.
- Click on the ‘Buy credit’ button, and follow the instructions.

5.2 Managing email addresses
myPrint lets you link multiple email addresses to your myPrint account, enabling you to print from all devices, both mobile and non-mobile.

- Choose ‘Manage email addresses’.
- Enter any additional email addresses and click on the 'Save' button. myPrint will send an email with confirmation link.
- Open the confirmation emails (in the mailbox of each entered email address), sent by myPrint. Click on the confirmation link. You can now send print jobs via these email addresses.
  Note: myPrint indicates per email address if it is confirmed or not.
  When it is confirmed you can recognise this by the symbol ✔. A clock ❗ indicates that it is waiting for confirmation.

Notes
- As long as activation has not taken place (‘Waiting for confirmation’), the email address cannot be used yet for printing.
- You can remove an email address by clicking on the recycle bin icon next to the email address.

5.3 Cashing vouchers
Vouchers are an alternative to purchasing printing credit via online banking, that is: if your organisation makes use of this alternative.
Choose ‘Voucher to cash’.

Enter the ‘Voucher Code’ and click ‘Send’. myPrint will now upgrade your printing credit.
# Appendix

## Appendix A: supported document types

Following table lists the document types that can be printed with myPrint.

<table>
<thead>
<tr>
<th>Extension</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>doc, docx, rtf, odt</td>
<td>Word processor (e.g. MS Word)</td>
</tr>
<tr>
<td>xls, xlsx, ods</td>
<td>Spreadsheet (e.g. MS Excel)</td>
</tr>
<tr>
<td>ppt, pptx, odp</td>
<td>Presentation (e.g. MS PowerPoint)</td>
</tr>
<tr>
<td>pdf</td>
<td>Portable Document Format</td>
</tr>
<tr>
<td>xps</td>
<td>XPS is an alternative to PDF</td>
</tr>
<tr>
<td>bmp, gif, jpg, jpeg, png, tif, tiff</td>
<td>Image types</td>
</tr>
<tr>
<td>txt</td>
<td>Plain text (e.g. Notepad files)</td>
</tr>
<tr>
<td>zip</td>
<td>Zipped collection of files of supported type (nested zip files are not supported)</td>
</tr>
</tbody>
</table>
Appendix B: Configuring and sending documents with ‘Send To myPrint’

Send To MyPrint is an utility (Windows only) for quickly sending documents to myPrint.

Configure Send To myPrint

1. Enter myPrint’s website address
   Click ‘OK’
   Note: enter an URL: “http://” or “https://”. Don’t enter an IP address.

2. Type your myPrint user name
   Type your myPrint Password
   Click ‘OK’

Use Send To myPrint

1. Select one or more documents in explorer and right-click ‘Send to myPrint’

2. Click ‘Send’
   Collect your printed document at one of the available printers

Notes

- You can also open ‘Send To myPrint’ from the start menu and ‘drag and drop’ files into the ‘files’ area of ‘Send To myPrint’.

- If a green mark is shown in front of the file name your files are sent correctly
  If a red cross is shown in front of the file name the file is rejected by myPrint.
  Hover over the file name to see the reason of rejection.