

Customer onboarding guide for enabling the cloud print and scan service with RICOH Print as a Service

This document is intended as an onboarding guide for customers of RICOH Print as a Service, and making sure you have everything ready to start using the print and scan service when your new device(s) arrive.

What functionality can I expect?

Each device with Ricoh Print as a Service will be configured and enabled to offer the following functionality, all ready to use upon delivery:

- User authentication on the print device by card or PIN
- Print via one universal print queue from PC, Mac, or mobile
- Secure pull-printing by releasing print jobs at the device
- Secure scanning with scan to 'My Email' or 'My Download' for each user
- Copying with full range of easy-to-use features
- Device monitoring, management, and automatic updates

How do we enable this functionality?

The experience on your Ricoh device is enabled with the RICOH CloudStream app, which is a secure cloud service running on the device, and enables the automated and intuitive service for your users.

There will be some simple steps to follow to give users access and to setup print queues on their workstations. This guide will walk new users through it.

What to expect from deployment?

RICOH Print as a Service has been designed to be simple and easy to start using services on your new Ricoh device. We will have set everything up by the time your new device is delivered, but there are still things you need to do to get ready and to help your users start printing.

If you have IT resources available to support the onboarding process, then please share this document with them to help get ready and understand what is involved. But don't worry if not as we will make it as easy as possible for you.

Just remember, if you feel you need help from Ricoh and want a consultant on hand to assist then please contact us and request assistance.

How to get started

Your new Ricoh device and cloud print & scan service will be pre-configured to be ready to use. You just need to do the following:

1. Get ready
2. User onboarding
3. Start using the service

(1) Get ready

If we could, Ricoh would do everything for you, but there are still some activities you have a responsibility to own. This includes:

- Check if your network has the right access available for the printers to access the cloud service (see notes on network access below).
- Check if your users have rights to install applications on their computer (see notes on PC Client below)
- If available, check if your IT team need to be engaged for PC client deployment.
- Arrange for IT to be ready and available on the day of delivery to support our engineers to successfully add your new devices to the network.

(2) User onboarding

The service needs to authenticate your users to allow secure access to print and scan services. Each user will need to create an account to access the service, by following these steps.

1. Ricoh will send your key contact a unique self-registration link in the welcome email (please contact Ricoh if you do not have it)
2. Share your unique self-registration link with any users in your organisation who need access
3. When clicking on this link they will be instructed to create an account
4. Once created, they will be prompted to download the Ricoh CloudStream client
5. The client will automatically download the secure print queue
6. The print queue “RicoH Pull Print” is now ready to use

(3) Start using the service

The service has been designed with your users in mind and aims to be as easy as possible to pick up and start using for secure printing and scanning.

Follow these simple steps to start authenticating, printing and scanning using RICOH CloudStream.

Printing

PC (Windows and Mac) users must have the RICOH CloudStream Client. This lightweight application manages secure authentication, print queue setup, and print job submission.

After installation, launch the RICOH CloudStream Client.

Log in using your account credentials.

Once logged in, the client will automatically create the printer queue on your device.

Printing a Document

Open the document you wish to print (e.g., in Word, PDF viewer, etc.).

Select Print and choose “Ricoh Pull Print” from the list of available printers.

Adjust print settings as needed (e.g., colour, double sided, finishing options). Note: If you select a finishing option not supported by the target printer, the job will print without that option.

Submit the print job.

Release Your Print Job at the Device

Go to any Ricoh multifunction device (MFD), enabled with RICOH CloudStream.

To ensure secure access to your devices, and that documents are not collected by the wrong people, we ensure all users must authenticate themselves when using the Ricoh multifunction device (MFD).

Authenticate using one of the following methods:

- **ID Card:** Present your registered card to the device. If it is your first time using a card to authenticate you will be prompted to register it (only once) by entering your account credentials.

Please note: If using a card for authentication please do not use shared or temporary cards. If you lose or change your card please register a new one to prevent unauthorised access to your print jobs, or contact Ricoh to remove it from your account.

- **Short ID (PIN):** Enter the PIN emailed to you after your first print job.

Access the My print jobs app, select your pending job, and press Print. The job will be released securely at the Ricoh MFD

Scanning

Authenticate at the Device

Go to any Ricoh multifunction device (MFD) enabled with RICOH CloudStream.

Authenticate using your registered ID card, or Short ID (PIN), as you would for printing.

Access Scan Workflows

Once logged in, tap the My scan workflows button on the device's home screen.

You will see available scan workflows such as:

- Scan to Email (send scanned documents directly to your email)
- Scan to Download (save scans to a user specific secure folder in the RICOH CloudStream server, which can be downloaded only by that user in the RICOH CloudStream Web UI for end users)

Perform a Scan

Select the desired workflow (e.g., Scan to Email).

Place your document in the feeder or on the glass.

Adjust scan settings if needed (e.g., colour, double sided, file format).

Press Start to scan.

Retrieve Your Scanned Document

For Scan to Email: Check your inbox for the scanned file.

For Scan to Download: Check your inbox for a link to download the scanned file, or login to the RICOH CloudStream Web UI and navigate to the My Documents section to download your file.

Advanced Options (If enabled)

RICOH CloudStream offers more advanced scan functionality, which can be configured for an additional fee, if requested. Such as:

- Scanning to cloud repositories (OneDrive, Sharepoint, Google Drive, etc.).
- Folder browsing and custom file naming for OneDrive
- Scanning to many other alternative destinations



How to get support?

Contact your local Ricoh support team by visiting <https://www.ricoh-europe.com/support/>

You can also raise a service incident on the One Ricoh Portal <https://www.ricoh-europe.com/support/onericoh-portal/>

You can also check the live status of the cloud service at any time, by visiting <https://cloudstream.status.ricoh.com/>

Are other services available?

Yes, more features and services are available, but to make your onboarding and support experience as quick and easy as possible we have focussed on these essential services to enable Print as a Service customers to start using print and scan services as quickly and easily as possible.

If there are additional features you need then please contact Ricoh.

Getting ready

Network Access

Communication to the RICOH CloudStream cloud service is always from the customer environment to the RICOH CloudStream cloud service. All communication is securely encrypted and goes via Port 443 HTTPS.

Please allow outbound HTTPS (TCP 443) access to *.cloudstream.ricoh.com.

If you need further information about the IP address of the RICOH CloudStream cloud service, or have questions about how data is protected with Ricoh CloudStream, please refer to the security whitepaper.

<https://supportsite.eu.cloudstream.ricoh.com/wp-content/uploads/RICOH-CloudStream-Security-White-Paper.pdf>

PC Client

As with all cloud print services, RICOH CloudStream uses a secure lightweight client installed on to every PC to securely authenticate users, securely send print jobs to the printer, automate download and synchronisation of print queues and drivers, and to maintain a reliable connection to the print service.

CloudStream Client deployment - Users will be prompted to download the client when they create an account. They will require admin rights to install the client. If this is not possible then someone from your IT team will need to install it or silently deploy it instead. Further instructions are available in the online manual.



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<https://manual.na.ps.cloudstream.ricoh.com/docs/quick-start-for-admins>

Updates

All applications and devices are configured with Print as a Service to automatically update. This includes the print device firmware, embedded application, and PC client. This will help to keep your business protected and productive.