



RYAN

Business Systems, Inc.

Online Copier/Printer Service Requests

How to place an online service call

1

Logging In

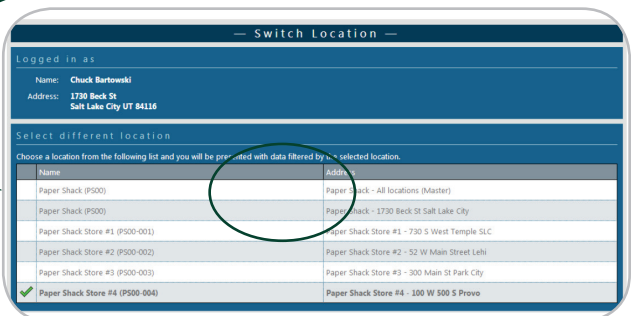
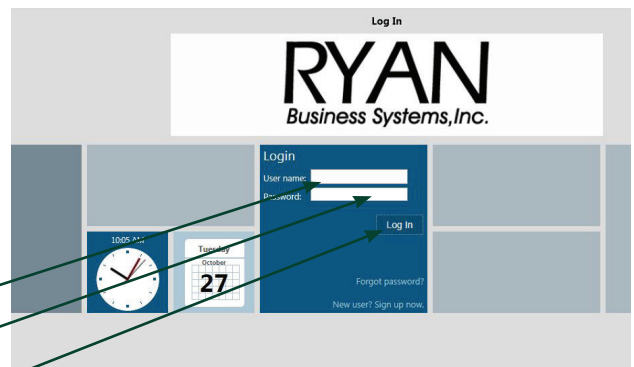
Have you requested your account yet? If not, go to www.ryanbusiness.com and click the link under "Customer Care Center".

To login to e-info with login credentials, do the following:

Go to <http://service.ryanbusiness.com>

- In the **User** field, enter your **email address**.
- In the **Password** field, enter your password (assigned by RYAN; you can change it later).
- Click [**Login**].

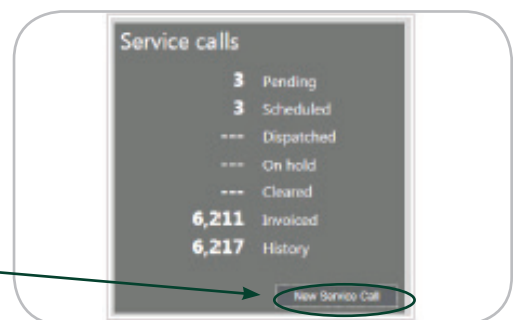
If the user has rights to multiple locations, they will be redirected to the **Switch Location** page. Select the location where the equipment is located.



2

Enter a Service Call

At the customer home page screen, click on the "New Service Call" button in the Service Calls tile (right side)



(continued on next page)

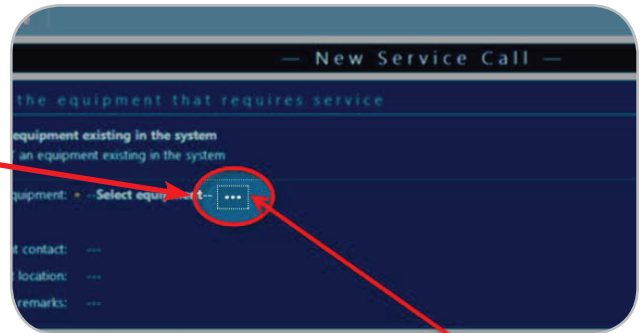
placing service calls P2

3

Select the Equipment

a) In the "Identify the equipment" tile, Click on the "Select equipment" link to show a list of your equipment

b) Click on the equipment you need service for, or click the "Search for Equipment" tab, enter the equipment ID# and click "Go"



Number	Description	Serial number	Contact	Phone	Customer	Location	QR Codes
EQ10008	SHARP TX190 COPIER	78787878			Paper Shack Store #1 (P500-001)	730 S West Temple, SLC	
EQ10010	SHARP TX190 COPIER	78787888			Paper Shack Store #2 (P500-002)	52 W Main Street, Lehi	
EQ10014	SHARP TX190 COPIER	22222223			Paper Shack Store #3 (P500-003)	300 Main St, Park City	
EQ10015	XI91 Xerox Copier	85747658697			Paper Shack Store #4 (P500-004)	100 W 500 S, Provo	
EQ10047	Fax 1170 L	17171717			Paper Shack Store #1 (P500-001)	730 S West Temple, SLC	
EQ10048	335 Copier	55555555			Paper Shack (P500)	1730 Beck St, Salt Lake City	
EQ10049	Imager/RUNNER c5180	4545454545			Paper Shack (P500)	1730 Beck St, Salt Lake City	

4

Enter your information

Enter your personal contact information (if not populated automatically):

Enter customer PO number (optional)

Name: **Dextor Morgan**

Email: **dmorgan@example.com**

Phone: **555-555-5555**

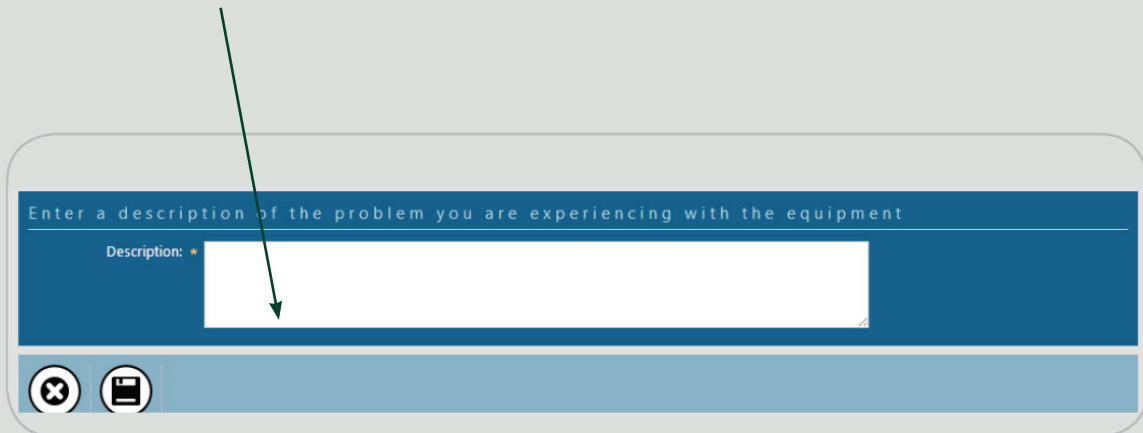
Customer PO number:

(continued on next page)

5

Enter a description

In the "Enter a description:" tile, **enter the problem you are experiencing with the equipment and then click the "Save" button: your call has been entered.**



a To enter equipment NOT existing in the system

- 1) Fill out the description (Make of the machine)
- 2) Fill in the Model
- 3) Fill in the Serial Number (found on the back of the machine)
- 4) If you have questions please call 1-800-842-1916 and one of our representatives can assist you

