



RYAN

Business Systems, Inc.

Online Copier/Printer Service Requests

How to place an online service call

1

Logging In

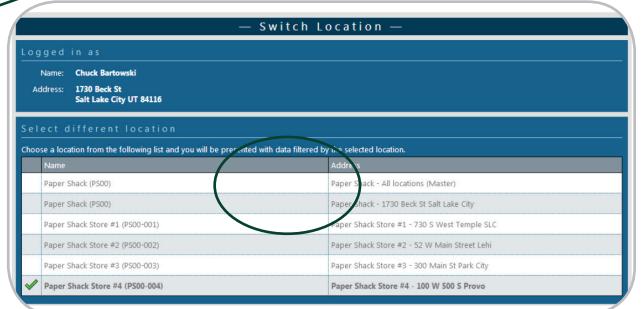
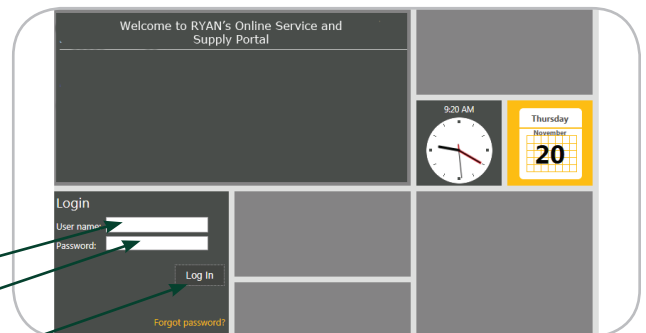
Have you requested your account yet? If not, go to www.ryanbusiness.com and click the link under "Customer Care Center".

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**].

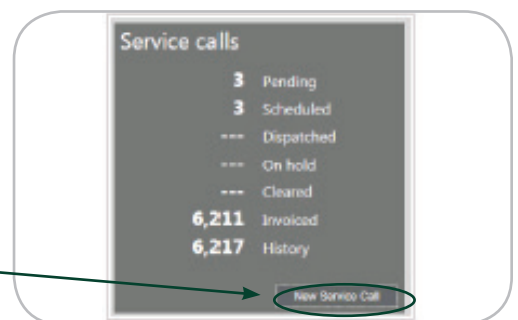
If the user has rights to multiple locations, they will be redirected to the **Switch Location** page. Select the location where the equipment is located.



2

Enter a Service Call

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



(continued on next page)

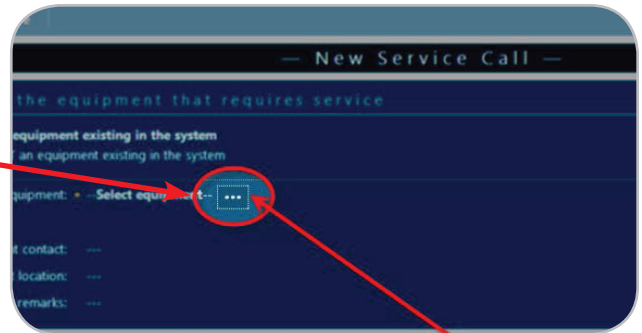
placing service calls P2

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	

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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.**

Enter a description of the problem you are experiencing with the equipment

Description: *

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

Identify the equipment that requires service

This is equipment existing in the system

This is NOT an equipment existing in the system

Description:

Model:

Serial Number: