



USER GUIDE

MyCanon Business account management portal

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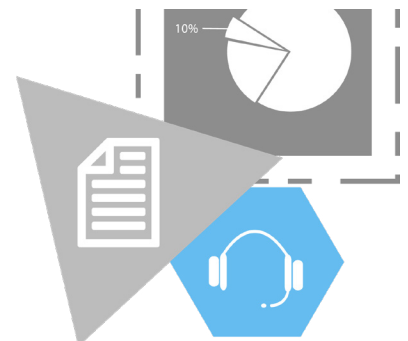
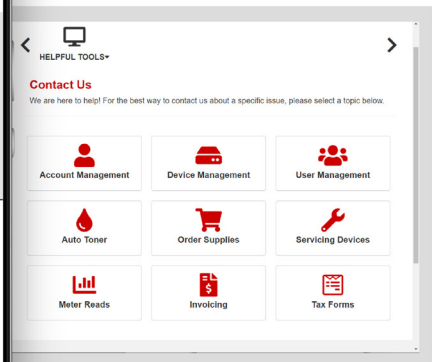
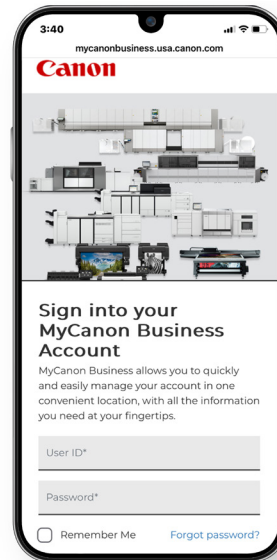
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OVERVIEW

The MyCanon Business portal provides a simple and convenient solution to managing your devices. The account management portal is a self-service utility available 24 hours a day, seven days a week that provides an efficient way to handle day-to-day functions.

Upon enrollment, you can take advantage of the many features of MyCanon Business such as submitting meter reads, placing service requests, ordering supplies under contract or for purchase, Auto Toner enrollment options, and retrieving account information. This flexibility and control provides tremendous value.



LOGGING IN

To log in to the MyCanon Business account management portal, enter your username and password into the form found on the homepage. Complete the two-factor authentication if prompted. If you do not currently have a login, then you will need to create a new user account. Click **CREATE ACCOUNT** to register.

Forgot Password

Forgot your password? Not a problem. Simply click the "Forgot Password?" link, provide your username and serial number, and then click **RESET PASSWORD**. An email will be sent to the email address on file with instructions to reset your password.

FIRST TIME REGISTRATION

Registering for a MyCanon Business account is quick and easy. Simply click **CREATE ACCOUNT** on the login screen to get started. Make sure that you have a valid Serial/Equipment number for a device that you currently manage (you can add more devices after you register).

Access Type

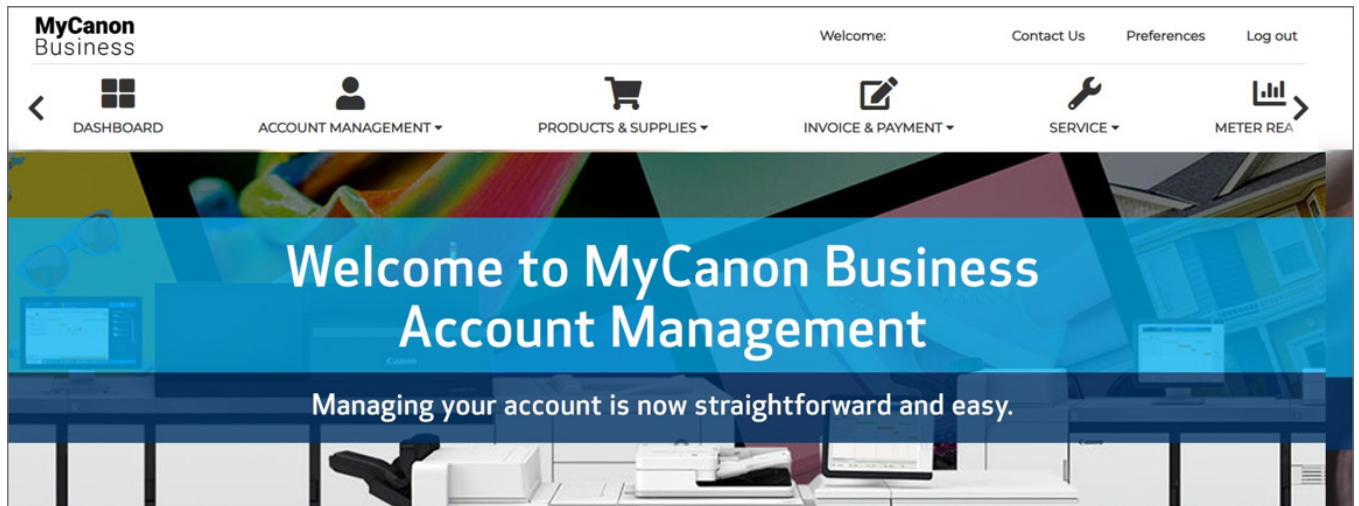
MyCanon Business provides two types of user access: Quick Access (Business User) and Administrator Access (Business Admin).

- Quick Access provides access to Enter Meter Reads, Order Supplies, Order Inquiry, Request Service, and Manage Account Equipment.
- Administrator Access provides access to View and Pay Invoices, Contract Billing Reports, and Manage Users. This is in addition to Enter Meter Reads, Order Supplies, Order Inquiry, Request Service, and Manage Account Equipment.

Note: This level of access requires additional approval.

GETTING STARTED

Once your registration has been approved, you will receive an email notification with your username and a temporary password. When logging in for the first time, you will be prompted to change your temporary password and complete the two-factor authentication process. Once you have completed the log-in process, the Home Page will appear.



On the top of the page, you will see Menu options. Simply click on the menu heading to expand the options available. Click on the left and right arrows in the menu bar to see additional menu options you can select from.



SETTING PREFERENCES

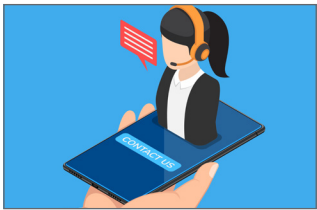
Under Preferences you may update your name, phone number, change your password, and manage notifications that you will receive from MyCanon Business.

- Click on the **Preferences** link in the top right menu.
- Update your preferences as needed and click **Save Changes** when finished.

A screenshot of the MyCanon Business User Information and Notifications form. The 'User Information' section includes fields for Username, First Name, Last Name, Email, Phone Number, and a checkbox for 'Update Password'. The 'Notifications' section includes a heading 'Select the notifications you would like to receive below. To no longer receive a notification, uncheck the box. Note: Meter Read Reminders, one selection is required.' and three radio button options: '1 day prior' (selected), '4 days prior', and 'Monthly'. At the bottom right are 'Cancel' and 'Save Changes' buttons.

CONTACT US

At the top of each page, you will find a link to the Contact Us page. From here you will find answers to the most frequently asked questions from our customers. If you still need assistance, the contact information has been provided for the department that will handle your inquiry.



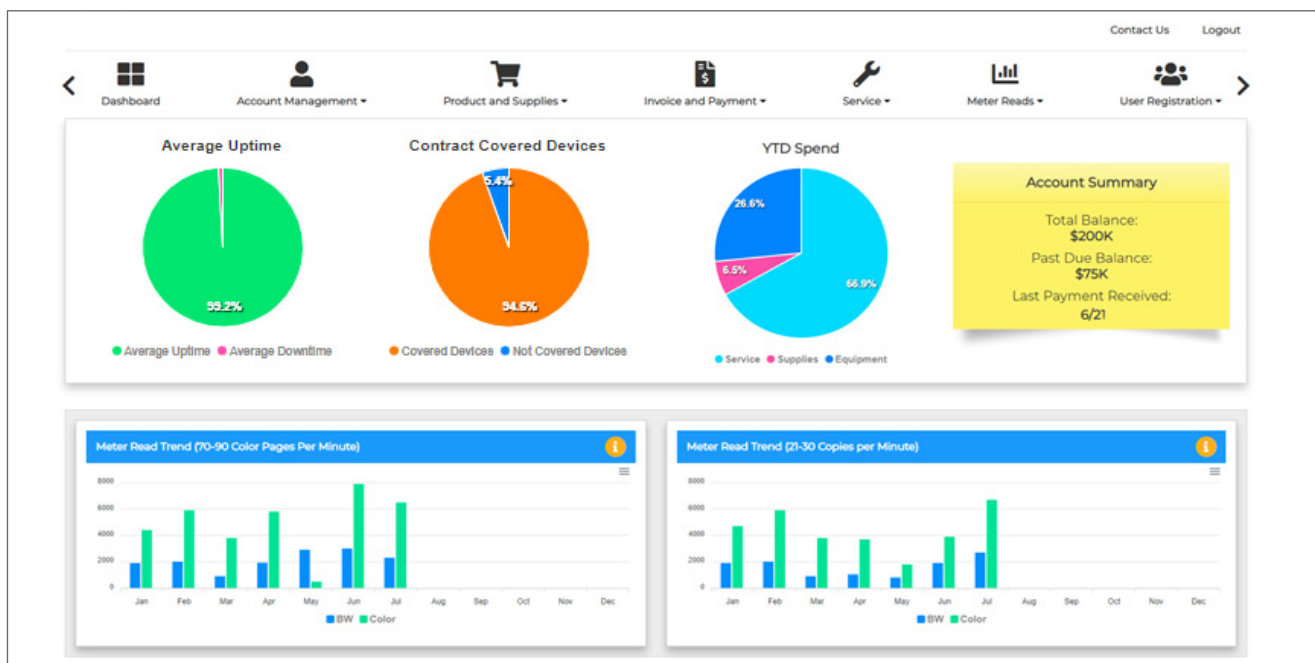
1. From the Contact Us page, select the topic pertaining to your questions.
2. Locate your question and expand the see the answer.

Note: If you need further assistance, contact us at the number provided.

DASHBOARD

The MyCanon Business dashboard provides you with an overview of usage associated to the devices registered to you. Depending on your user role, it also allows you to quickly access overall customer account-related information such as the devices assigned to you, invoicing, open orders, and service requests.

- **Average Uptime:** This displays the percentage of time your device was functional for use based on service requests submitted.
- **Contract Covered Devices:** This displays the percentage of devices covered under a maintenance agreement.
- **YTD Spend:** This displays your total charges for billable service/parts, and supply/equipment orders for the prior 12 months.
- **Account Summary:** This displays an at-a-glance view of your total open balance, the balance which is past due, and the date for last payment received on the account. This information will display for those users that have access to view invoices.
- **Meter Read Trend:** This displays your meter reads by printer capacity (pages per minute) for the last 12 months.



Customer Transaction Information

- **Open Orders:** All orders currently in process for your company's account.
- **Open Service Requests:** All pending service requests not yet completed for your company's account.
- **Open Invoices:** Displays open invoices. Those with Administrator access can view full invoice details by clicking on the invoice number.

Open Service Requests (4)				
Request Number	Serial Number	Creation Date Local		Creation Date
XXXXX	XXXXX	02-DEC PM CST	01:18:34	12-02 14:18:34.0
XXXXX	XXXXX	02-DEC PM CST	01:20:48	12-02 14:20:48.0
XXXXX	XXXXX	24-JAN AM EST	09:24:59	01-24 09:24:59.0
XXXXX	XXXXX	31-JAN	02:38:49	01-31

Open Supply Orders (10)			
Order Number	Serial Number	Order Date	Item Description
XXXXX	XXXXX	09-Feb	STAPLE CARTRIDGE
XXXXX	XXXXX	09-Feb	TONER T01 BLACK 50 IMPRESSIONS @ 8.5'
XXXXX	XXXXX	09-Feb	TONER T01 MAGENT, IMPRESSIONS @ 8.5'
XXXXX	XXXXX	08-Feb	BX STAPLE CARTRID

Open Invoices (21)				
Transaction#	Transaction Type	Transaction Date	Due Date	Balance
XXXXX	Invoice(Usage Charge)	14-Jun	14-Jun	\$30.07
XXXXX	Invoice(Usage Charge)	14-Jun	14-Jun	\$45.42
XXXXX	Invoice(Usage Charge)	14-Jul	14-Jul	\$14.46
XXXXX	Invoice(Usage Charge)	14-Jul	14-Jul	\$48.67
XXXXX	Invoice(Usage Charge)	14-Aug	14-Aug	\$18.54
XXXXX	Invoice(Usage Charge)	14-Aug	14-Aug	\$33.06



MANAGING YOUR DEVICES

My Devices

The My Devices page lists all devices that are assigned to the user currently logged in. From this page, you may view details of the device, you may assign additional devices, remove devices, update notes, and perform most frequent actions to which a user has access (Order Supplies, Request Service, and Enter Meter Reads).

Assigning Devices

1. From the Account Management menu, select **My Devices**.
2. Click **Assign Device**. All Account Devices not currently assigned to you will be displayed.
3. You may filter the results using one of the search fields and clicking **Search**.

Assign Devices

Show 10 entries

Showing 1 to 3 of 3

Select All ☐

☐ Model: IPF650 Serial#: XXXX
Address: 123 COMMON ST., ORANGE, CA 92618
Note 1: Note 2:

☐ Model: IRADVCT565IV3 Serial#: XXXX
Address: 123 COMMON ST., ORANGE, CA 92618
Note 1: Note 2:

Cancel Submit

4. Check the box next to the device(s) you would like to manage and click **Submit**. If the device is not displayed, you may have to request the device be added to the account. Refer to the Request Devices instructions.

TIP You may also populate the Note 1 and Note 2 fields. These fields are managed by you and may include information such as location of equipment.

5. Once you click **Submit**, the My Devices page will be displayed.

Note 1 and 2

The Note 1 and 2 fields are managed by you and may include information such as location of equipment. The information populated is specific to the device and will be visible to all account users.

1. Populate the fields. Information will be saved automatically when you tab out of the field.

Action Buttons

You may perform actions for a device directly from My Devices for the actions to which you have access.

1. Order Supplies
2. Request Service
3. Enter Meter Reads
4. Remove Device



Removing a Device

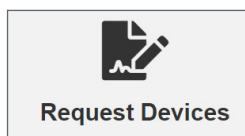
If you no longer wish to manage a device, you may remove the device from your assigned serial numbers. Once a device is removed from your assigned serial numbers, you will no longer receive notifications for meter reads. Users can order now without the device being assigned.

Note: This will not cancel any active maintenance contract and the device will still be available under Account Devices.

1. Click  under Actions for applicable device.

Request Devices

If a machine is not displayed on the Account Devices page or when attempting to Assign Devices, you may request the device be added.



1. From the Account Devices page or Assign Devices page, click **Request Devices**.
2. Enter the serial number for the desired device(s) and click **Validate**.
3. If the serial number is successfully verified, the model and install location will be displayed. Validate that this is the correct information and click **Submit**. A request will be sent to MyCanon Business Support for review.

TIP If you receive a message stating that the serial number requested can be found in your Account Equipment, please refer to steps for Assigning Devices to add the serial number to My Devices.

[Contact Us](#) [Preferences](#) [Log out](#)

  DASHBOARD

 ACCOUNT MANAGEMENT

 PRODUCTS & SUPPLIES

 INVOICE & PAYMENT

 SERVICE

 ME


Print Page

 Request Serial Number

☐ Serial Number: Model: Install Location: Comments:

☐ Serial Number: Model: Install Location: Comments:

☐ Serial Number: Model: Install Location: Comments:

☐ Serial Number: Model: Install Location: Comments:

☐ Serial Number: Model: Install Location: Comments:

Clear

Validate

METER READINGS

Submit Meter Reads

The Submit Meter Reads page will display devices assigned to the user account that are within five (5) days of the scheduled due date for a meter read. You may search for a specific serial number or view all devices that are due.

1. From the Meter Readings menu, select **Submit Meter Reads**.
2. Enter the meter read(s) for the applicable device(s) displayed.
3. Once all meter reads have been populated, click **Submit**.
 - If the meter read was submitted successfully, the device will be removed from the view.
 - If you receive a yellow warning, please validate the accuracy of the meter read and click **Submit** again. Upon successful submission, the device will be removed from the view.
 - If you receive a red error message, please validate the accuracy of the meter read and click **Submit** again. If you continue to receive an error, you may submit a meter read correction. Refer to the Account Support instructions.

Search for Device

Contact UsPreferencesLog out

<INVOICE & PAYMENT<SERVICE<METER READS<USER REGISTRATION<REPORTS<HELPFUL TOOLS>

Print Page

Submit Meter Reads

Show 10 entriesShowing 1 to 6 of 6 entries

Submit

Note 1:Note 2:

Model: IPC810Serial#: XXXXXRead Due Date: 25-JAN

Address: 123 COMMON ST, ORANGE, CA 92618

Current		Previous	
Total:		Total:	418,897
BW:		BW:	125,805
Long Sheet Fdr:		Long Sheet Fdr:	2
Date:	25-January	Date:	26-December
Note 1:		Note 2:	

Submit

Meter Read History

On the Meter Read History page, you may view meter read history for your assigned devices. Additionally, you may submit a meter read correction for the last usage invoice on a device.

1. From the Meter Readings menu, select **Meter Read History**.
2. To view the meter history for a specific device, click on the Serial Number. A new window will open displaying the meter read history since the start of the contract.

Search for Device

Meter Read History

Showing 1 to 10 of 99 entries

Serial#: XXXXX Model: IRADVC5540IV3
Read Due Date: 25-FEB Install Location: 123 COMMON ST, ORANGE, CA 92618

Note 1: Note 2:

Serial#: XXXXX Model: IRADVC5540IV3
Read Due Date: 25-FEB Install Location: 123 COMMON ST, ORANGE, CA 92618

Note 1: Note 2:

Back To Meter Readings

Meter Details

Serial Number: XXXXX Model: IRADVC5540IV3 Account Number: XXXXX
Contract Number: Meter Collection Type: imageWARE Install Date: 28-Jun
Average B/W Monthly Volume: 881 Servicing Branch: Irvine Assigned User(s): XXXXX
Note 1: Note 2:
Install Location: 123 COMMON ST, IRVINE CA 92618

Meter Reading History

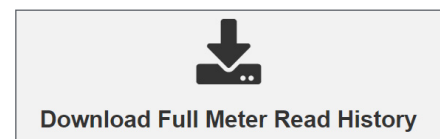
Date	Collection Method	Counter	Read
24-Jan	imageWARE	Total (Hard Read)	54618
		BW (Hard Read)	32798
24-Dec	imageWARE	Total (Hard Read)	54611
		BW (Hard Read)	32791
24-Nov	imageWARE	Total (Hard Read)	54239
		BW (Hard Read)	32614

Download Cancel

3. To download a device's meter read history, click on a serial number to view the device's meter read history and click **Download**. The meter read history will download to an Excel spreadsheet.
4. To correct the meter reads on the last usage invoice, return to the Meter Read History page. Click the plus sign . The usage invoice details from the last invoice will be displayed.
Note: You may also submit a meter read correction from the Account Support page.
5. Select the check box next to the Invoice Number.
6. Fill in the Read Date, Total Read/BW Read, and any comments you would like to include regarding the correction. Click **Submit**.
7. Upon successful submission, a confirmation number will be displayed. Please use this number for future reference.

Download Full Meter Read History

Download meter read history for all devices from the previous two years.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	CANON - Meter History Report (Run Date: 02-07)																			
2	MODEL NAME	SERIAL#	METER	Name	Attention	Address	City	County	State	Post Code	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
3	ADV5045	XXXXX	BW (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
4	ADV5045	XXXXX	Bill - Test Copies	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
5	ADV5045	XXXXX	Total (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
6	DR7080C	XXXXX	BW (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
7	DR7080C	XXXXX	Bill - Test Copies	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
8	DR7080C	XXXXX	Total (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
9	DR7080C	XXXXX	BW (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
10	DR7080C	XXXXX	Bill - Test Copies	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
11	DR7080C	XXXXX	Total (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
12	DRG2140	XXXXX	BW (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
13	DRG2140	XXXXX	Bill - Test Copies	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
14	DRG2140	XXXXX	Total (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
15	IPC810	XXXXX	BW (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977	250246	278337	286417	312165	329659	359714	379443	393114	404983	442071
16	IPC810	XXXXX	Bill - Test Copies	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977	112	134	144	154	164	174	184	194	204	214
17	IPC810	XXXXX	Total (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977	523478	580997	604619	648399	685788	741375	780838	806290	830023	887352
18	IPC810	XXXXX	BW (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977	92037	103407	103407	103407	103407	103407	106099	108791	112960	118130
19	IPC810	XXXXX	Bill - Test Copies	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977										
20	IPC810	XXXXX	Total (Hard Read)	XXXXX	XXXXX	123 Common St.	IRVINE	ORANGE	CA	92618-4977	512628	551208	551208	562351	574990	587629	601268	614907	628546	642185

PRODUCTS & SUPPLIES

In the Products & Supplies section, you may order supplies, view open/closed supply orders including tracking information, view all orders, and purchase supplies, pre-owned equipment, and other Canon products.



Order Contract Supplies Request supplies on a device under contract.	Purchase Supplies Purchase supplies from the online Shop store.	Purchase Pre-owned Equipment Purchase Pre-owned Equipment.
Other Canon Products Shop our other Canon products such as Cameras, Photo Printers and Paper.	Open Supply Orders View order details for open supply orders.	Closed Supply Orders View order details for closed supply orders.
Order Inquiry View order details for all order types.		

Contracted Supplies

1. From the Products & Supplies menu, select **Order Contract Supplies**.
2. A list of devices currently assigned to you will be displayed.
Note: The device must have an active supply-inclusive contract to order contracted supplies.
3. Locate the device for which supplies are being ordered. You may also search for a device using the search fields on the left.
4. Click on the Serial Number to begin the order process.
Note: If Auto Toner Flag is ENABLED and you still need to order toner, please call our Customer Service Department at 1-800-613-2228 for assistance.
5. You will be prompted to enter a meter read if we do not have a current read on file.
6. Select quantity from the drop-down menu and click Add To Cart.
Note: The quantity listed is based on the percentage of toner used since the last order for the supply item.

 Add to Cart

Model: IRADV7585IV3Serial#: XXXXXLocation: 123 COMMON ST, ORANGE, CA 92618

Sort View:  

Item:  GPR-56 TONER YELLOW	Unit Price: 0.00Qty: 0
Item:  GPR-56 TONER MAGENTA	Unit Price: 0.00Qty: 0
Item:  GPR-56 TONER CYAN	Unit Price: 0.00Qty: 0
Item:  GPR-56 TONER BLACK	Unit Price: 0.00Qty: 0

Add To Cart



7. After clicking **Add to Cart**, the Shopping Cart will be displayed.

- To remove an item from the cart, click the **Remove** button underneath the quantity.
- To revise the quantity, click the arrow next to **Qty** and select from the list.
- To empty the cart, click the **Empty Cart** button.

 **Shopping Cart**



GPR-55 TONER YELLOW
Serial#: XXXXX
Part Number:
Qty: 
[Remove](#)

Unit Price:
0.00

Subtotal (1 items): \$0.00

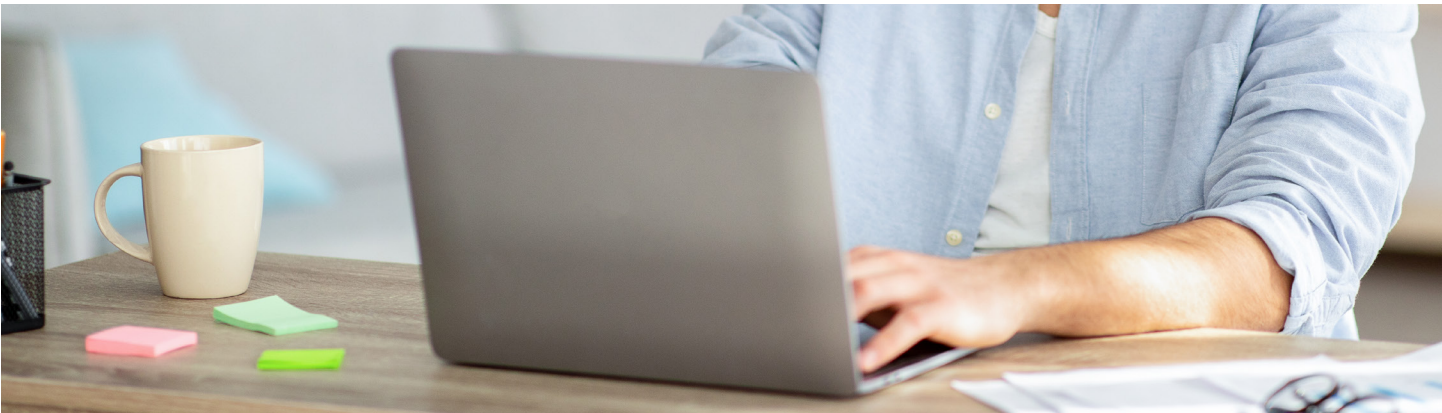
Serial Number: XXXXX Equipment Number: XXXXX Read Due Date: 26-FEB		
Meter Reads/Date:	Current	Previous
	Date: 08-February	Date: 24-JAN
	Total:	Total: 7496
	Black:	Black: 4000



8. If you need to order supplies for additional devices, click the **Add More Items** button. To continue with the order, click the **Enter Shipping/Billing Information** button.
9. Enter your Billing/Shipping information. The install location of the first machine selected will be displayed in the **Ship To** field. Click the Change Ship To link to change the ship to location for the entire order.
Note: If the supplies need to be shipped to multiple addresses, please create separate orders.
10. The Shipping Method will default to standard ground shipping. If you require expedited shipping, contact Customer Service at 800-613-2228.
11. In the Attn Label field enter First Name, Last Name, and Phone Number to ensure prompt delivery of your supplies.

12. Click **Checkout**.
13. Review the order for accuracy.
 - If you need to revise the order, click **Edit Order**.
 - If you are ready to complete the order, click **Place Order**.
14. Upon successful submission of the order, a confirmation message will appear. You will also receive an email with the order number for your reference.

The Review and Place Order page will appear:



Other Canon Products

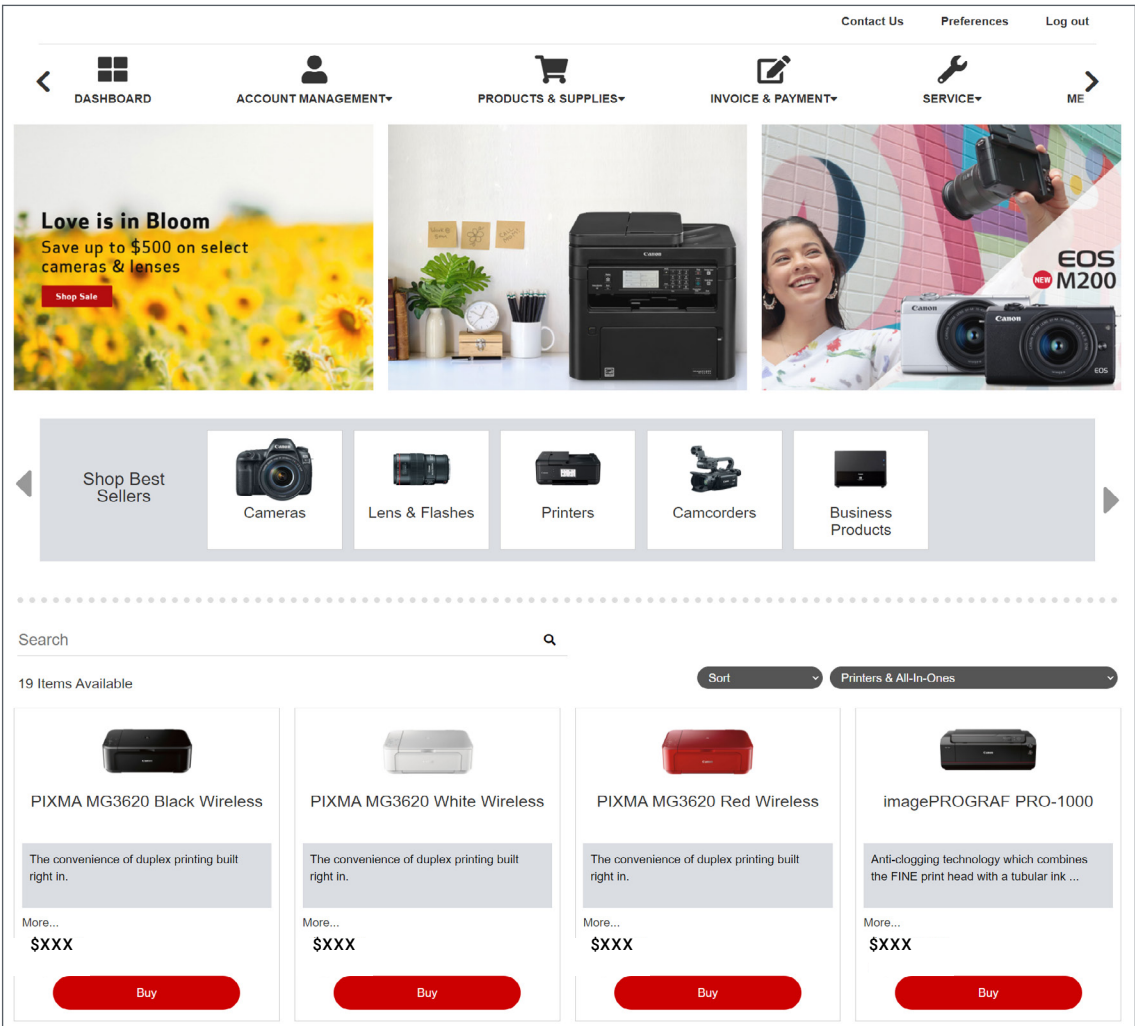
Purchase additional products for your business including cameras, lenses, printers, ink, paper, and more.

Note: Products purchased are billed to your company and invoiced as such.

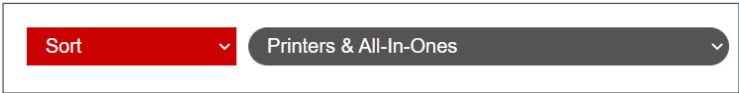
Other Canon Products

Shop our other Canon products such as
Cameras, Photo Printers and Paper.

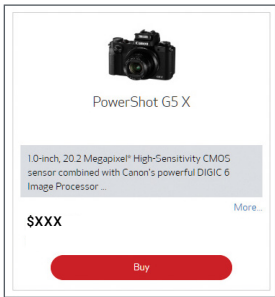
1. From the Product & Supplies menu, click **Other Canon Products**.



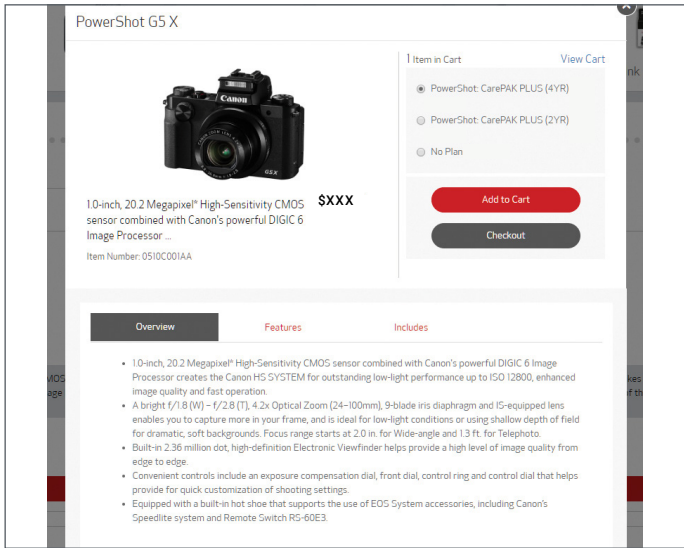
2. You can browse available products by using the following options: **Shop Best Sellers**, **Search**, and **Categories**.



Use the **Sort** dropdown to change the order of products displayed.

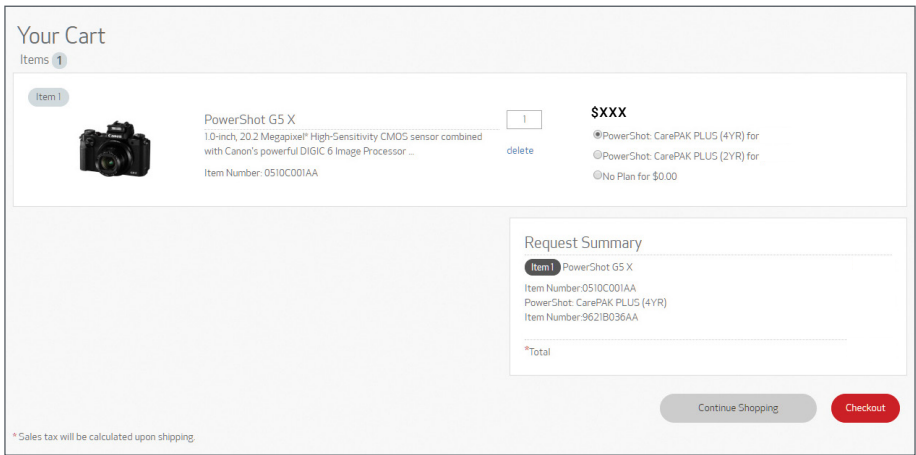
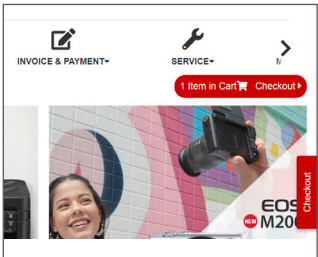


3. To learn more about a product, click either the **More** link or the **Buy** button.



4. From the pop-up, you can purchase the product by clicking the **Add to Cart** button or go directly to your cart and complete the order by clicking the **Checkout** button.

You can also view your cart and/or checkout from the homepage by clicking the links in the top right.



5. Review your cart before completing your order. To add more products, click the **Continue Shopping** button. When you're ready to place your order, click the **Checkout** button.

Checkout

Items (1)

Shipping

☒ Existing Address

☐ Create New Address

☒ Billing address is same as shipping address.

Request Summary

Item 1	PIXMA MG3620 Red Wireless	\$XXX
Item Number: XXXXX		
Printer: CarePAK PLUS (4YR)		\$XXX
Item Number: XXXXX		
*Total		\$XXX

Back

Confirm Request

* Sales tax will be calculated upon shipping.

6. Choose where you want to ship your order. Click **Existing Address** to choose from a list of addresses or enter a new address by clicking **Create New Address**.

DASHBOARD

ACCOUNT MANAGEMENT

PRODUCTS & SUPPLIES

INVOICE & PAYMENT

SERVICE

METER READS

Checkout

Items (1)

Shipping

☐ Existing Address

☒ Create New Address

Enter a new address

First name

Last name

Address

Address 2 (Optional)

Apartment or suite

City

*State:

Zip

☒ Billing address is same as shipping address.

Request Summary

Item 1	PIXMA MG3620 Red Wireless	\$XXX
Item Number: XXXXX		
Printer: CarePAK PLUS (4YR)		\$XXX
Item Number: XXXXX		
*Total		\$XXX

Back

Confirm Request

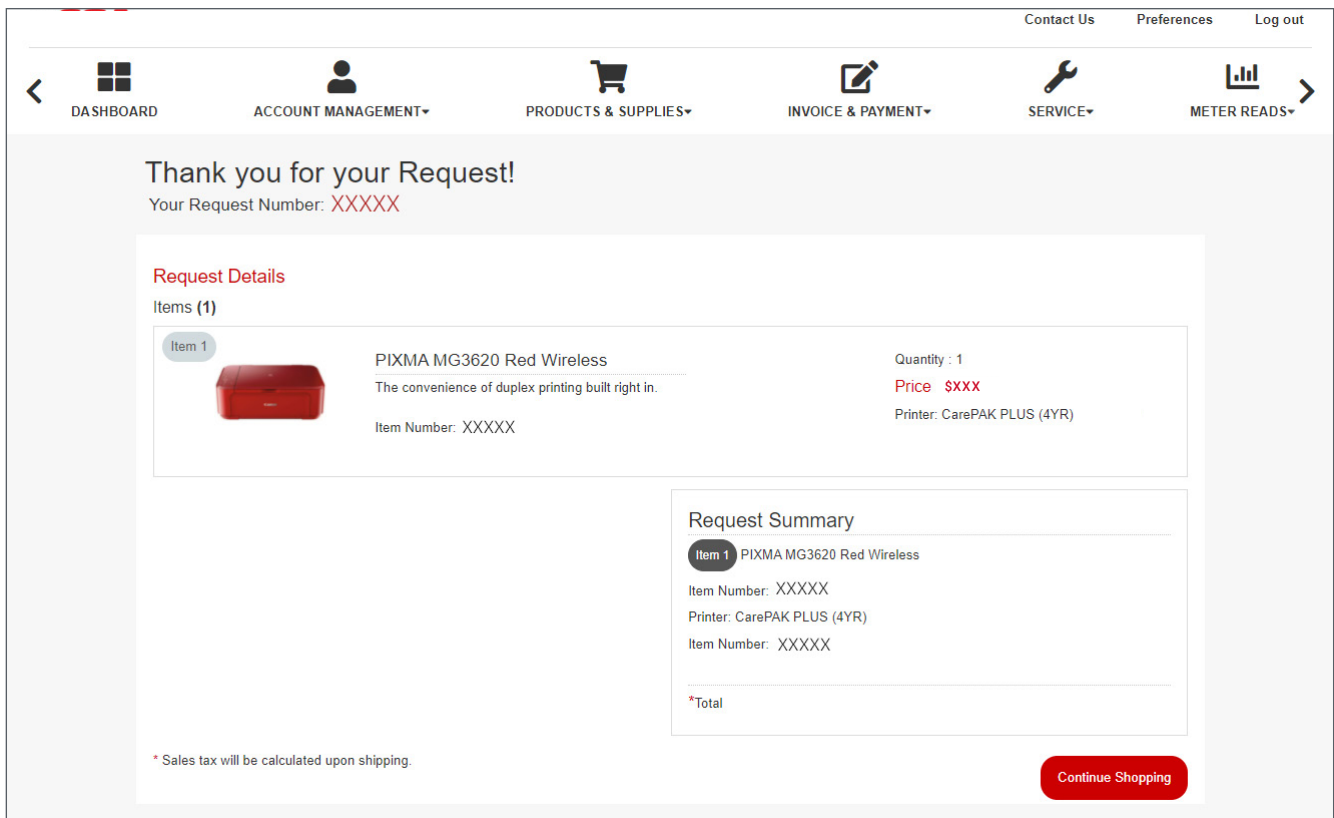
* Sales tax will be calculated upon shipping.

7. If your billing address is the same as your shipping address, leave the checkbox filled. If it's different, uncheck the box and choose either **Existing Address** or **Create New Address**.

8. Click **Confirm Request** to place your order or click the **Back** button if you need to make any changes.

9. Once your order is placed you'll see a confirmation screen with a Request Number, which you'll need if you have any issues regarding your order. This number will also be in the order confirmation email.

18



10. When your order has shipped, we will send you a shipment confirmation email with tracking details.
 11. For questions regarding your order or if you need to make a return, please have your **order request number** available and call 1-800-613-2228 or email us at MyCanonBusiness@cusa.canon.com (include your order request number in the email).
- For questions regarding product information and support, please visit <https://www.usa.canon.com/support>.



SHOP SITE

Purchase Supplies

You can order supplies included in your contract and purchase supplies not included under your contract, such as paper. This provides you the convenience of placing one order for all your supply needs.

1. When you access Shop using the Purchase Supplies link in MyCanon Business, serial numbers for devices you manage on MyDevices will display. Click on the serial number to begin the ordering process or perform a search using available fields.
2. Select the item(s) to be added to cart. Updating the quantity will also select the item. Click **Add To Cart** button.

The screenshot shows the 'ORDER CONTRACT SUPPLIES' section of the MyCanon Business Shop Site. At the top, there is a search bar and navigation links for 'Contact Us', 'Logout', and 'Cart'. Below this is a navigation bar with icons for 'Home', 'Equipment', 'Supplies', and 'Favorites'. The main content area is titled 'ORDER CONTRACT SUPPLIES' and includes a sub-header: 'To request supplies on a device under contract, click on serial number below, if displayed, or conduct a search using fields below.' Below this, there are search fields for 'Accounts 4 selected', 'SERIAL/EQUIPMENT#', 'MODEL', and 'INSTALL LOCATION'. There are 'Clear' and 'Search' buttons. A table displays the results with columns: SERIAL NUMBER, EQUIPMENT NUMBER, MODEL, and INSTALL LOCATION. The table shows five rows of data. At the bottom right of the table, there is a 'Show 10 entries' dropdown.

SERIAL NUMBER	EQUIPMENT NUMBER	MODEL	INSTALL LOCATION
XXXXX	XXXXX	IPC710	123 COMMON ST, ORANGE, CA 92618
XXXXX	XXXXX	IPC10010VP	123 COMMON ST, ORANGE, CA 92618
XXXXX	XXXXX	ADVCS250	123 COMMON ST, ORANGE, CA 92618
XXXXX	XXXXX	ADVCS250	123 COMMON ST, ORANGE, CA 92618
XXXXX	XXXXX	IRADV657SI	123 COMMON ST, ORANGE, CA 92618

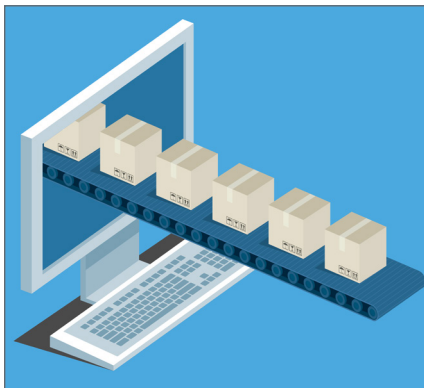
3. To order additional supplies not covered under contract, click on the **Supplies** drop-down and select the supply category.
4. To continue with check-out process, click on the **Cart** in top right corner and the **Review Your Cart** page will open.
5. You may remove an item from your cart or change the quantity. Click **Checkout Now** to proceed with your order.
6. On the Enter Shipping tab, supplies ordered under contract will default to the Install Location of the device. You may select a different Ship To, if necessary. Once the shipping information is populated, click **Proceed to Payment**.
7. Supplies covered under contract will show \$0 for order total. Supplies not covered under contract will display the chargeable amount including freight and tax.
8. If the order contains a chargeable product, please select **Payment Method** and click **Continue to Review**.
9. Review your order for accuracy and click **Submit Order**.
10. The order confirmation page will display with the order reference number. You will also receive a confirmation via email.



Open/Closed Supply Orders

Once your order has been accepted, the order details will be available on the Open Supply Orders page for orders that have not closed and Closed Supply Orders page for orders that have closed. Tracking information and invoice information will be available once the order has shipped.

- 1. From the Product & Supplies menu, select **Open Supply Orders** or **Closed Supply Orders**.
- 2. Orders that have been created within the last 30 days under the user currently logged in will be displayed.
- 3. Using the search fields, you may search by Related Party Accounts, Request Number, Serial/Equipment Number, and Model, or for Orders Placed within 30 days to 18 months.



- 4. To view the Order Details, click on the Order Details or Order Number hyperlink.

Open Supply Orders

Search for Order

2 of 3 selected

Order Number

Serial/Equipment#

Model

All User

30 Days

X Clear

Q Search

Order Details

Order Date: 09-FEB

Total Amount:\$ 0.00

Order Number#: XXXXX

Customer Name: XXXXX

Tracking Details: +

Order Information

Order Number: XXXX

Customer Name: XXXXX

Order Date: 01-DEC

Status: CLOSED

Invoices:

PO Number:

Ship To Location

Address: 100 MAIN ST

City: NEW YORK

State: NY

Zip: 1002C

Country: US

Bill To Location

Address: K ST NW

City: WASHINGTON

State: DC

Zip: 20007

Country: US

Item Number	Item Description	Serial Number	Qty	Estimated Delivery Date	Shipping Method	Tracking Information
	STAPLE N1		3	-		

5. Once the order has shipped, the tracking information will be displayed. If a hyperlink is available, you will be redirected to the carrier site. If a hyperlink is not available, you may confirm the shipment progress on the listed carrier's website.

Order Inquiry

Once your order has been accepted, it may be tracked on the Order Inquiry page.

1. From the Product & Supplies menu, select **Order Inquiry**.
2. Using the search fields, you may search by Related Party Accounts, Order/Contract Number, Serial/Equipment Number, or Purchase Order. You may also narrow your search by Order Status.

Contact UsPreferencesLog out

DASHBOARD

ACCOUNT MANAGEMENT

PRODUCTS & SUPPLIES

INVOICE & PAYMENT

SERVICE

METER READS

Print Page

Export to Excel

Order Inquiry

Search for Order

3 of 3 selected

Order Number

Serial/Equipment#

Order Reference#

30 Days

Order Status

☒ Open

☒ Closed

☒ Cancelled

ClearSearch

Show10entries

Showing 1 to 1 of 1

Order DetailsInvoiceOrder Date: 11-JAN

Total Amount:\$ 0.00

Order Number#: XXXXX

Customer Name: XXXXX

Tracking Details: +

Reference Number:

3. The search results will be displayed.
4. You can collapse the details for all orders by clicking on the down arrow in the column heading or collapse/open individual orders by clicking on the plus/minus icon next to the order line.
 - Tracking Information will be displayed if the order has shipped.
 - To view detailed order information, click **Order Details** or the **Order Number**.

TIP

You can view your signed documents if there is an electronic signature. If your document is available through MyCanon Business, the Reference number will be a hyperlink. All documents are downloaded into a PDF.

Order DetailsInvoiceOrder Date: 11-JAN

Total Amount:\$ 0.00

Order Number#: XXXXX

Customer Name: XXXXX

Tracking Details: -

Reference Number:

Tracking Information	Item Number	Item Description	Serial Number	Qty
XXXXX	XXXXX	GPR-56 TONER BLACK	XXXXX	6

AUTO TONER

Certain models of Canon equipment are capable of prompting an automatic toner order when the toner is low. On the "Order Contract Supplies" page, there is an Auto Toner status to indicate if a device is enrolled in Auto Toner and if toner orders are actively being placed through the Auto Toner process.

The devices that are enrolled in the Auto Toner program send an alert to us through the installed data collection software when toner is low. Toner will then be automatically shipped to you.

Auto Toner Information

Auto Toner information is visible to all MyCanon Business users.

To access Auto Toner information, go to the **Order Contract Supplies** page of MyCanon Business. On the right side of the models displayed, you can see if Auto Toner is enabled or not enabled.

The screenshot shows the 'Order Contract Supplies' page. On the left, there is a red vertical button labeled 'Search for Device'. The main content area displays a list of devices. At the top, there is a 'Show 10 entries' dropdown and a pagination bar with numbers 1 through 10 and a 'Next' link. Below this, it says 'Showing 1 to 10 of 139 records.' The list contains four device entries, each with a dropdown arrow, model number, serial number, and an 'Auto Toner' status indicator.

Model	Serial#	Auto Toner Status
IRADV DX527IF	23D09092	NOT ENABLED (Blue dot)
IRADV DX527IF	XXXXX	NOT ENABLED (Blue dot)
IRADV DX527IF	XXXXX	ENABLED/INACTIVE (Red dot)
IRADV DX527IF	XXXXX	ENABLED/ACTIVE (Green dot)

Each entry also includes an 'Install Location' field with address details.

Auto Toner Legend

- **Auto Toner Enabled/Active** – Machine is enabled for Auto Toner and is actively reporting low toner alerts through imageWARE Remote. **Toner will ship automatically.**
- **Auto Toner Enabled/Inactive** – Machine is enabled for Auto Toner and is not actively reporting low toner alerts through imageWARE Remote. **Toner will not ship automatically.** Action needs to be taken to establish communication. See instructions on next page for Communication test details.
- **Auto Toner Not Enabled** – Machine is not enabled for Auto Toner and is not actively reporting low toner alerts through imageWARE Remote. **Toner will not ship automatically.**
- **Auto Toner Not Eligible** – imageWARE Remote is not in an eligible status for Auto Toner. **Toner will not ship automatically.**

Instructions for conducting a communication test.

URL: <https://mycanonbusiness.usa.canon.com/mktg/my-csa/shared/pdf/performcommtest.pdf>

Auto Toner Program Details

Auto Toner program details are available when a user clicks on the **Auto Toner Flag** next to the serial number. This pop-up window allows the user to see the details of the device, including the last order that was placed for this device and the ability to view all supply order history for this serial number.

The pop-up also gives the user details about the Auto Toner Flag and status as well as a sample shipping label based on Auto Toner information populated.

Auto Toner Program

Status:

Model:

Serial Number:

Auto Toner:

INACTIVE ⚠

IR1730

XXXXXX

NOT ENABLED

Install Location:

123 COMMON ST., ORANGE, CA 92618

Last Order Placed:

21-NOV Order# XXXXX - [Order Details](#)

[View All History](#)

Users With Auto Toner Role

Users who have been assigned the Auto Toner role can edit contact and shipping information via the **Edit Details** button, as well as add devices to the program.

TIP To ensure all information you need gets printed on your Shipping Label, please limit to 20 characters for the Attention Line. We have included a Shipping Label Character Counter for your convenience. Please note that the serial number will print on the Shipping Label automatically (refer to sample shipping label).

Add Devices

If the device is eligible for Auto Toner, but has not been set up, the user can sign up for the Auto Toner program via the **“Request to enable this device with the Auto Toner Program”** button.

- **For a single device** – Click on the **Auto Toner Flag** link next to the corresponding serial number and complete the form on the pop-up window. Happens automatically within minutes.
- **For multiple devices** – Download and complete the template on either the pop-up window of a corresponding serial number or the Auto Toner Request button in the top right corner of the page and upload. This is also available on the Account Devices page.

Please note: Information can be added or changed, but not deleted. If you receive an error when uploading spreadsheet, open file, click on the Error tab to view the error to correct, update original spreadsheet, upload again.

To preview the shipping label and additional details about the Auto Toner program, visit the **Device Detail** page. Click on the Auto Toner tab to view the Auto Toner status, view a sample shipping label, or update the Auto Toner information such as contact name or email.

The imageWARE Remote status will display along with the last communication date.

Auto Toner Program

Status: **INACTIVE** Model: IR1730 Serial Number: XXXXX Auto Toner: NOT ENABLED

Install Location: 123 COMMON ST, ORANGE, CA 92618

Last Order Placed: 2/14/2020 Order#: XXXXX - Order Details View All History

Notes: Auto Toner Not Enabled/Inactive - Machine is not enabled for Auto Toner and is not actively reporting low toner alerts through imageWARE Remote.

Sample shipping label for this device: 123 COMMON ST, ORANGE, CA 92618

Enter attributes for this device

The Shipping Label Instruction and Attn Name fields should not exceed a maximum of 20 characters.

Shipping Label - Instructions: Enter Instructions

Shipping Label - Attn Name: Enter Attention Name Shipping Label Character Count: 0

Packing Slip Info: Enter Packing Slip Info

Order Confirmation Email: XXXXX

Toner Contact Phone: Enter Toner Contact Phone

Your internal technical support team information

Tech Support Name: Enter Tech Support Name

Tech Support Email: Enter Tech Support Email

Tech Support Phone: Enter Tech Support Phone

*You may only add or update existing information. If you need to remove data, please contact us here.

Request to enable this device with the Auto Toner program

Account Management

Serial Number: XXXXX

IRADVDC3725I Sales Rep: Email:

Serial Number: XXXXX Location: 123 COMMON ST, ORANGE, CA 92618

ImageWare Status: Last Communication Date:

Overview Features Brochures & Manuals Configuration Auto Toner

Model: IRADVDC3725I Serial Number: XXXXX Auto Toner: ENABLED Status: INACTIVE

Install Location: 123 COMMON ST, ORANGE, CA 92618

Last Order Placed: No order history available

Notes: Auto Toner Enabled/Inactive - Machine is enabled for Auto Toner and is not actively reporting low toner alerts through imageWARE Remote.

Sample shipping label for this device: 123 COMMON ST, ORANGE, CA 92618

This information can also be viewed on **Account Devices > Export to Excel**.

SERVICE

Request Service

Service calls may be placed for devices whether or not they are covered under an active maintenance agreement. If the machine is not covered under an active maintenance agreement, you will be notified of our current service rates and be prompted to approve service.

1. From the Service menu, select **Request Service**.

A list of devices currently assigned to you will be displayed.

Note: If the device is not assigned to your user account, you can perform a search to locate the device.

2. Locate the device for which service is being requested.
3. Click on the Serial Number to begin the service request process.

The Service Request page will be displayed.

Request Service

Showing 1 to 99 of 99

▼ Model: IRADVC5560IV3 Serial#: XXXXX	Equipment#: XXXXX	Install Location: 123 Common St., Orange, CA 92618
▼ Model: IRADVC5560IV3 Serial#: XXXXX	Equipment#: XXXXX	Install Location: 123 Common St., Orange, CA 92618

4. In the Device Information section, confirm if you would like to select a different Install Location. If Yes is selected, an additional field will open to select a different install location.

Device Information

Serial Number:	XXXXX	Equipment Number:	XXXXX
Model:	IRADVC5560IV3	Install Location:	123 Common St., Orange, CA 92618
* Do you want to select a different Install Location?: ☐ Yes ☐ No			

5. In the Contact Information section, the Contact Name, Contact Phone, and Business Hours will default to the MyCanon Business user account, but may be revised. Complete the Room/Floor/Suite field.

Contact Information

* Contact Name: XXXXX

* Phone Number: XXXXX XXXXX Ext.

* Business Hours From: 8 AM To: 5 PM

* Room/Floor/Suite: XXXXX

6. In the Service Request Information section, select the Problem Summary and Problem Description, and include optional notes in Additional Instructions.

Service Request Information

* Problem Summary: SELECT

* Problem Description: SELECT

Additional Instructions:(100 characters only):

7. Click **Continue**. The Service Request Review Page will be displayed.

Confirm Service Request

Device Information

Serial Number: XXXXX

Equipment Number: XXXXX

Model: IRADVC5560IV3

Install Location: XXXXX

Contact Information

Contact Name: XXXXX

Contact Phone: XXXXX

Contact Hours: From 8 AM To 5 PM

Room/Floor/Suite: XXXXX

Service Request Information

Problem Summary: FACSIMILE-AUTO DIALING (INTERMITTENT)

Additional Instructions:(100 characters only): XXXXX

Change

Submit

8. Click **Change** to revise the request or **Submit** to continue.
9. Upon successful submission of the service request, a confirmation email will be sent to you with the service request number for your records.

Confirm Service Request

We have received your service request. You will receive an email confirmation with your service request number shortly.

Open Service Requests

You can view open service requests by visiting **Open Service Requests** under the Service menu. Information such as serial number, creation date, and type of request will be displayed. If you need assistance with your service request, please call our Service Department at 1-800-613-2228.

- 1. From the Service menu, select **Open Service Requests**. Using the search fields, you may search for requests made within 30 days to 18 months by Request Number, Serial/Equipment Number, Requestor, or Account Number.
- 2. You may cancel a service request if it has not yet been assigned to a technician. Click the **Cancel Request** button, if available. If the service request is beyond the point where it can be cancelled, a message will be displayed.

Open Service Requests

Search for Request

3 of 3 selected

Request Number

Serial/Equipment#

Model

All User

18 Months

Clear

Search

Closed Service Requests

You can view Closed Service Requests by visiting **Closed Service Requests** under the Service menu. Information such as serial number, date closed, and problem summary will be displayed. If you need assistance with your service request, please call our Service Department at 1-800-613-2228.

- 1. From the Service menu, select **Closed Service Requests**. Using the search fields, you may search for requests made within 30 days to 18 months by Request Number, Serial/Equipment Number, Requestor, or Account Number.

Closed Service Requests

Search for Request

3 of 3 selected

Request Number

Serial/Equipment#

Model

All User

30 Days

Clear

Search

Show 10 entries

Showing 1 to 10 of 11

Request# XXXXX

Created On 31-JAN 10:22:57 AM EST

Closed On 31-JAN 04:29:00 PM EST

Serial# XXXXX

Model IRADVC7565IV3

Source Oracle

Technician Name XXXXX

Problem Summary JAMMING...TAB

Additional Instructions

Equipment# XXXXX

Last Meter Read

Call Type P-PHONE



INVOICE INQUIRY AND PAYMENTS

With additional access, you may view and pay invoices for select equipment billed directly from Canon. You will continue to receive your invoice using your current delivery method, but may also view the invoices in MyCanon Business. Additionally, you may also view Canon Financial Services invoices if invoiced through CFS. If you require access and the Invoice & Payment menu does not appear in your application, please contact us at 1-800-613-2228.

Canon Invoice Inquiry

1. From the Invoice & Payment menu, select **Canon Invoice Inquiry**.
2. Complete the applicable search fields and click **Search**.

A list of invoices matching your search criteria will be displayed.

3. To download an invoice to a portable document format (pdf), click on the applicable Invoice/Transaction number.
4. To view Receipt Details on a paid invoice, click plus sign next to **Receipt Details**.
5. To pay an invoice, select the Invoice/Transaction number and click on **Make Payment**.

	Transaction#	Transaction Date	Due Date	Total	Balance	Order/Contract#	Transaction Type	Transaction Source
☒	XXXXXX	10-MAY	09-JUN	\$ 21.99	\$ 21.99	XXXXXX	Usage Charge	SERVICE CONTRACT
☐	XXXXXX	10-JUN	10-JUL	\$ 10.01	\$ 10.01	XXXXXX	Usage Charge	SERVICE CONTRACT
☐	XXXXXX	10-JUL	09-AUG	\$ 12.70	\$ 12.70	XXXXXX	Usage Charge	SERVICE CONTRACT
☐	XXXXXX	10-NOV	10-DEC	\$ 0.02	\$ 0.02	XXXXXX	Usage Charge	SERVICE CONTRACT
☐	XXXXXX	27-NOV	27-DEC	\$ 10.37	\$ 10.37	XXXXXX	Usage Charge	SERVICE CONTRACT

Note: The Make Payment button will not appear until an invoice is selected.

Canon Invoice Payment

The Canon Invoice Payment page will display all open invoices by default. You may submit an Automated Clearing House (ACH - electronic fund transfer) or credit card payment for open invoices on your account.

1. From the Invoice & Payment menu, click **Canon Invoice Payment**. A list of open invoices will be displayed. You can also search for open invoices.

The Make Payment Page will open and the Payment Amount field will be prefilled with the remaining balance on the Invoice.

2. Select the invoice(s)/transaction(s) to be paid and click **Pay Invoice**.

Note: The Pay Invoice button will not appear until an invoice is selected.

3. The payment amount will default to

	Transaction#	Transaction Date	Due Date	Balance	Order/Contract#	Transaction Type
☒	XXXXXXX	12-APR	12-MAY	\$ 174.80	XXXXXXX	Service Contract
☐	XXXXXXX	10-APR	10-MAY	\$ 248.38	XXXXXXX	Service Contract
☐	XXXXXXX	10-APR	10-MAY	\$ 145.00	XXXXXXX	Service Contract

Transaction Type
☐ Invoice
☐ Credit Memo
☐ All

Transaction Status
☒ Open
☐ Closed
☐ All

Invoice Type
☐ Sales Order
☐ Service Contract
☒ Manual

the remaining balance on invoice. To pay a different amount, click on **Enter ACH Payment** or the **Edit** button and update payment amount. To proceed, click on **Enter Credit Card**.

- After entering your payment information, select if you want to use the payment method for One Time Pay of selected invoices only or set up/change auto payment option on your contract by selecting **Setup/Update Auto Pay**.
- Upon successful submission, a confirmation message will display along with the reference number for your records. You will also receive an email confirmation.
- Click **Close**.

Make Payment

Your payment has been successfully posted to your account.

Payment Amount:

\$2,125.38

Payment Date:

28-Feb

Confirmation Code:

XXXXX

Please allow up to 1-5 additional business days for your payment to be withdrawn from your purchase card or credit card.

Close



Canon Financial Services Invoice Inquiry

With additional access, you may also view Canon Financial Services invoices if invoiced through Canon Financial Services. If you require access to the Canon Financial Services invoices and it does not appear in your application, please contact us at 1-800-613-2228.

- From the Invoice & Payment menu, select **CFS invoice inquiry**.
- Complete the applicable search fields and click **Search**. A list of invoices matching your search criteria will be displayed.
- To download an invoice to a portable document format (pdf), click on the applicable **invoice number**. The invoice number will appear as a link if a pdf format is available.

CFS Invoice

Search for CFS Invoice

3 of 3 selected

Invoice#

Invoice From Date

Invoice To Date

ALL

Clear

Search

Show 10 entries

Showing 1 to 10 of 15

Status: PAID

Invoice Amount: \$ 20,519.85

Invoice Number: XXXXX

CFS Account Number: XXXXX

Invoice Date: 13-JUN

Status: PAID

Invoice Amount: \$ 20,519.85

Invoice Number: XXXXX

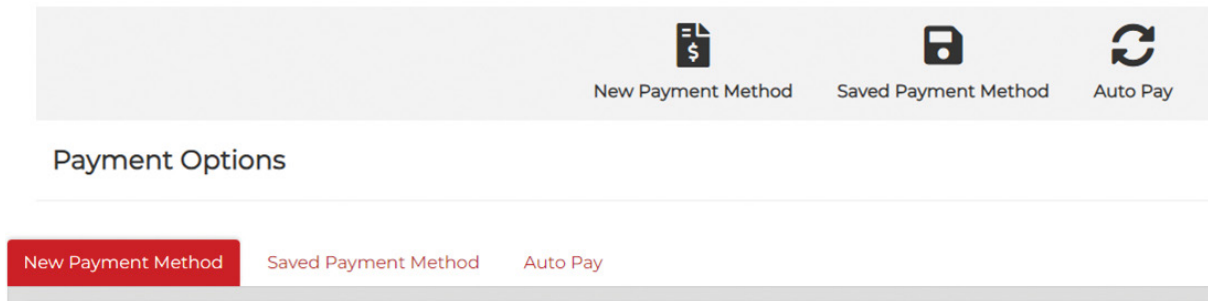
CFS Account Number: XXXXX

Invoice Date: 10-FEB

Note: Invoice Payment is not available for Canon Financial Services invoices at this time.

New Payment Method, Saved Payment Method, and Auto Pay

To establish how you would like to pay invoices, go to **Invoice & Payment > Payment Method**. You may add a **New Payment Method**, **View/Update a Saved Payment Method** or **View/Update contracts set up for Auto Pay**. Click on the buttons or tabs to perform an action.



New Payment Method

New Payment Method allows you to save either ACH or credit card information for future use.

- Click "Select Payment Method" to show the drop-down menu.

Link a bank account or add a debit or credit card to pay your recurring contract charges.



- For ACH payments, select "Enter Bank Information".
 - Enter Account Holder Name, Bank Account Number, and 9-Digit Routing Number.
 - Confirm Authorization.
 - Click "Save" to save the information, or "Clear All" to clear it.

Enter your Bank Account Information

Account Holder Name:

Bank Account Number:

Routing Number:



- For credit card payments, select "Enter Card Information".
 - Enter Card Number, Expiration Month/Year.

Note: If the credit card is close to expiring, the date will appear in red.
 - Click "Submit" to save the information, or "Clear" to clear it.

Saved Payment Method

Saved Payment Method allows you to update or delete saved payment information.

- For saved ACH payment methods, only the Account Holder Name and Routing Number may be updated under **Saved Payment Method**.
- To change the Bank Account Number, delete the existing payment method and create a **New Payment Method** with the updated account number.

Modify Bank Information

* Account Holder Name:

* Bank Routing Number:

* Bank Account Number:



- For saved credit card payment methods, only the Expiration Date may be updated under **Saved Payment Method**.
- To change the Credit Card Number, delete the existing payment method and create a **New Payment Method** with the updated credit card number.

Note: If the credit card is close to expiring, the date will appear in red.

Modify Card Information

* Card Number:

* Expiration Date:

Exp Date 11-2023

Auto Pay

Auto Pay allows you to control automatic payments for service contract invoices. You may add, modify, or delete auto payments for a specific contract.

- To set up **Auto Pay** for recurring contract invoices, click on “Add/Remove contract” next to applicable payment method.
 - Search for contract number available on the invoice in Invoice Detail section, select it, and click “Save” to save changes or “Cancel” to discard changes.
- To remove **Auto Pay** for recurring contract invoices, click on “Add/Remove contract”.
 - De-select the contract number to be removed from auto payments and click “Save” to save changes or “Cancel” to discard changes.

Add Contract

Apply auto pay to selected contracts:

Auto pay is active for selected contracts below. To remove a contract from auto pay, deselect the contract number.

☒ 2341630

Search By:

- To change **Auto Pay** payment method for recurring contract invoices, click on “Change Payment”.
 - Select a **Saved Payment Method** or enter a **New Payment Method**.
 - Click “Apply” to save changes or “Cancel” to discard changes.

Payment Method

☐  XXXXXXXXXXXXX1111

☐  XXXXXXXXXXXXX4444

☐  XXXXXXXXXXXX7777

☐  XXXXXXXXXXXXXXXX1010

Apply

Enter New Payment Method

Link a bank account or add a debit or credit card to pay your recurring contact charges.

Select Payment Method ▾

Select Payment Method

Enter Bank Information

Enter Card Information

Cancel

- You can also delete the payment method from the **Auto Pay** page.

Contract Billing Reports

With additional access, you may view your Contract Billing Report for invoices billed directly from Canon. Invoicing from Canon Financial Services is not available in this section. Two predefined reports are available for quick access or you may customize your own report.

1. Select **Contract Billing** under the Reports menu.
2. Click **Download All Contract Billing** or **Download Last Month's Billing** to view billing information for designated period, or create a custom report by entering in parameters for a date range or a specific contract or serial number.

Contract Billing Reports

Search By

Invoice Date From

Invoice Date To

Bill to Account Number

Bill to Location

Contract Number

Install Location

Serial Equipment Number

Invoice Number

Consolidated Bill Number

Purchase Order Number

Download Last Month's Billing

Download All Contract Billing

Clear

Run

ACCOUNT MANAGEMENT

Account Devices

The Account Devices page lists all devices that are associated with your account. This includes devices not covered under an active service contract with Canon.

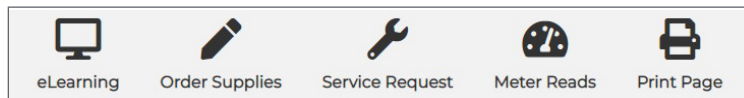
1. From the Account Management menu, click **Account Devices**. All devices associated with the account will be displayed.
2. Click the arrow to display Note 1 and Note 2 information.
3. Click the serials to view device details page for information specific to the device such as communication status and transaction history.
4. Click on Auto Toner Request to update Auto Toner information for multiple devices.
5. Click on Export to excel to download a full list of your devices including communication status and Auto Toner details for all devices.

Device Details

The device details page can be accessed by clicking on serial number from the **My Devices** or **Account Devices** page. A new page will open with information specific to that device.

Action buttons:

You may access the eLearning information in MyCanon Business or initiate a supply order, service request, or enter meter reads for the device you are viewing. These are the same function as the buttons on **My Devices** page.



Model displays for selected serial including additional information such as Sales Rep Name & Email address, install location, imageWARE (Data Collection Agent status), and last communication date.

Configuration Tab:

Displays full configuration for the selected serial showing accessories included in your device such as paper trays, staple finisher, or software.



Serial Number: XXXXX

IRADV8595IV3

Sales Rep: XXXXX
Email: XXXXX

Serial Number: XXXXX
Location: 123 COMMON STREET, ORANGE CA 92668

ImageWare Status: 30 - IWR ACTIVE
Last Communication Date: 21 JUL

Configuration
Auto Toner

Configuration B

Name	Description
XXXXX	HIGH VOLUME CONNECTIVITY OVER 80PPM
XXXXX	MICRO PLUS SC READER
XXXXX	IR ADV 8595/PS05 NOTALL BAK
XXXXX	IMAGERUNNER ADVANCE 8595 SPEED LICENSE (POS)
XXXXX	STARLE FINISHER-X1
XXXXX	PUNCHER UNIT-BF1
XXXXX	CANON CONVENIENCE STAPLER AI
XXXXX	ESP NEXT GEN PCS POWER FILTER 120VOLTS 20 AMP XC-PCS-200

Auto Toner Tab:

Displays Auto Toner status, model, serial, and install location. Includes last order placed for the serial number. Next section has a sample shipping label. You can also set up the device on Auto Toner or update existing information. Below, they have option to add or update multiple devices for Auto Toner using a spreadsheet. *[Refer to Auto Toner Section]*

ADVCS250

Serial Number: XXXXX
Location: 123 COMMON STREET, ORANGE CA 92668

ImageWare Status: 30 - IWR ACTIVE
Last Communication Date: 21 JUL

Configuration
Auto Toner

Status: INACTIVE
Model: ADVCS250
Serial Number: XXXXX
Auto Toner: NOT DISABLED
Install Location: 123 COMMON STREET, ORANGE CA 92668

Last Order Placed: 07/20/2019
Order #: XXXXX
Order Details

Notes: Auto Toner Not Enabled/Inactive: Machine is not enabled for Auto Toner and is not actively reporting low toner alerts through ImageWARE Remote.

Sample shipping label for this device: ATTN: XXXXX
123 COMMON STREET, ORANGE CA 92668

Enter attributes for this device

The Shipping Label Instruction and Attn Name fields should not exceed a maximum of 20 characters.

Shipping Label - Instructions:

Enter Instructions

Shipping Label - Attn Name:

Enter Attention Name

Shipping Label Character Count: 0

Packing Slip Info:

Enter Packing Slip Info

Order Confirmation Email:

Enter Order Confirmation Email

Toner Contact Phone:

Enter Toner Contact Phone

Your internal technical support team information

Tech Support Name:

Enter Tech Support Name

Tech Support Email:

Enter Tech Support Email

Tech Support Phone:

Enter Tech Support Phone

You may only add or update existing information. If you need to remove data, please contact us here.
Request to enable this device with the Auto Toner program

Auto Toner for multiple devices?

To request Auto Toner for multiple devices, please click the Download button below.

- Once downloaded, you can view if auto toner is enabled & make edits on "Edit Data" Sheet. "Read Only" Sheet provides a view of data at time of download.
 - If Auto Toner Enabled = Yes, the device is enabled for auto toner. You may edit the additional information if necessary.
 - If Auto Toner Enabled = No, the device is not enabled for auto toner. Change to "Yes" to enable auto toner and update the additional information. *Toner Contact Information is required.
- Choose File to Upload
- Click Request Auto Toner Changes to upload your changes. You can validate your changes by downloading template again or going to Account Devices page. Export to Excel

Please upload completed template to submit your Auto Toner request.
Download Template

Choose File
No file chosen

Submit Auto Toner Changes

By enrolling machines on our Auto Toner program, you agree to Canon Solutions America, Inc. transmitting meters, service and toner level information via ImageWARE Remote or another authorized Data Collection Agent.

Device History

Invoice History
Meter Read History
Service History
Supply History

No Invoice History

Account Support

You may submit inquiries or report changes to your account on the Account Support page. This may include a correction to meter reads or change of address, for example.

1. From the Account Management menu, select **Account Support**.
 - a. *Change Address* – Change the install location for your serial number.
 - b. *Correct Meter Reads* – Change billed meter reads for your serial numbers.
 - c. *Contract Inquiry* – Questions regarding your contract.
 - d. *Invoice Inquiry* – Questions regarding an invoice.
 - e. *Other Inquiry* – Questions in general.
 - f. *Service Inquiry* – Questions regarding Service.
2. Once you select what you would like to do, click on **Search Serial**. In the pop-up window, choose the serial number(s) you wish to make changes to.
3. Fill out the information for each serial number. Once completed, press **Submit** at the bottom of the page.
4. You will receive a Customer Care Ticket number. To track this ticket, please contact Customer Service at 800-613-2228 and provide them the Customer Care Ticket number.

Request Confirmation

Thank You!

Your request has successfully been submitted.

Your Customer Care Ticket confirmation for your request is: XXXXXX

An associate from Canon U.S.A., Inc. will be in touch with you regarding your request.

If you would like an update on your ticket request, please send an email to MyCanonBusiness@cusa.canon.com or you can call customer care at 800-613-2228.



USER REGISTRATION

Registration Options

The User Registration section is available to the Business Administrator on the account. This section contains multiple options to register new users and to manage existing users.

- By Single Machine – To register a single user to a device(s).
- By Location – To register a single user with grouping by install location.
- Copy User – To register a single user by copying the devices and roles of an existing user.
- Mass Registration – To register multiple users (up to 50) via a spreadsheet.



By Single Machine
By Single Machine.

By Location
By Location.

Copy User
Copy User.

Mass Registration
Mass Registration.

User Management
Manage Users.

Single User Registration

1. Select a single user registration option from the menu: By Serial Number, By Location, or Copy User.
2. Use the checkbox to make your selection(s).
3. Complete the Create New User section with user information and designated roles. Refer to help section if you need more information on designated roles.
4. Click **Create User**. A confirmation will display once process is complete.

WELCOME

Welcome: Name,User [Switch Back](#) [Contact Us](#) [Preferences](#) [Log out](#)

DASHBOARD

ACCOUNT MANAGEMENT

PRODUCTS & SUPPLIES

SERVICE

METER READS

USER REGISTRATI

Print Page

User Registration

Show 10 entries

I would like to...

Select Accounts

By Serial Number

Serial Number

Clear Search

Showing 1 to 3 of 3 records.

Select	Model Number	Serial Number	Model Name	Install Location
☐	XXXXX	XXXXXXXX	XXXXXXXXXX	STREET, CITY, STATE ZIP CODE
☐	XXXXX	XXXXXXXX	XXXXXXXXXX	STREET, CITY, STATE ZIP CODE
☐	XXXXX	XXXXXXXX	XXXXXXXXXX	STREET, CITY, STATE ZIP CODE

Create New User

* First Name:

* Last Name:

* Email Address:

* Phone Number:

* User Role

ACCOUNT

Select

PRODUCTS

Select

INVOICE PAYMENT

Select

SERVICE

Select

METER READS

Select

REPORT

Select

Cancel

Create User

Multi-User Registration

1. From the User Registration menu, select **Mass Registration**.
2. Download the registration form by clicking **Download Template**. Complete the form for up to 50 users and click **Upload Registration**. Once registration is submitted, the registered users will receive a confirmation email including a temporary password and username.

User Management

Approved Business Administrators may manage users associated with the account. This includes updating contact information, assigning devices, and providing access to the various menus in MyCanon Business.

1. From the User Registration menu, select **User Management**.
If this option is not available, please contact myCSA Support at 1-800-613-2228.
2. A list of users currently assigned to you as the Business Administrator will be displayed.

Assign a Business User

To manage a user, the user must be assigned to the Business Administrator. Multiple users can be assigned to a Business Administrator, but a user may only be assigned to one Business Administrator.

1. From the User Management page, click on the second Filter By field and select **All Business Users**.
2. Select the users you would like to manage and click **Assign User**.

Conversely, you can unassign a user by selecting the user and clicking **Unassign User**.

Note: You will not be able to assign or unassign a user that is assigned to another Business Administrator.

Once you have completed your updates, change the Filter By field back to Your Assigned Business Users or select **User Management** from the Account Management menu.

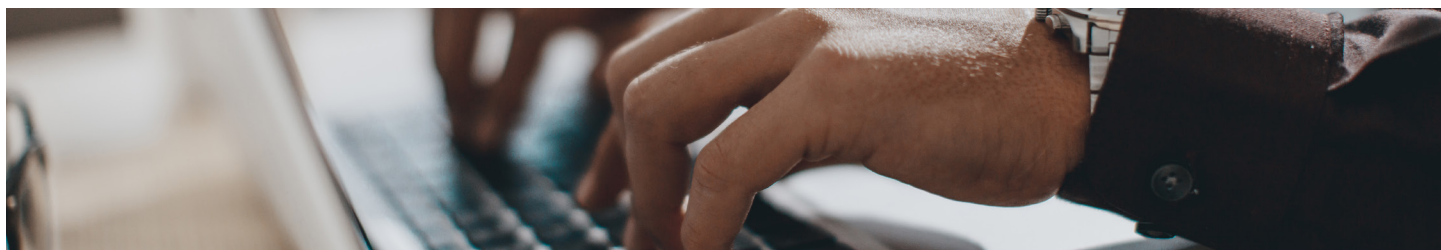
Manage User Functions

To manage a user, the user must be assigned to the Business Administrator. Multiple users can be assigned to a Business Administrator, but a user may only be assigned to one Business Administrator.

1. To manage the access of a specific user, click on the email address of the user in your list of assigned users.
2. The user details will be displayed.
3. User access in MyCanon Business may also be maintained on this screen. Below is a description of each role.

Function	Role	Description
ACCOUNT	View My Devices, Account Devices, and Account Support	Ability to view and assign devices, and submit Account Support tickets
PRODUCTS	Submit and View Supply Orders, All Order Types	Ability to submit orders and view open/closed orders for the account
	View Supply Orders, All Order Types	Ability to view open/closed orders and access to Order Inquiry; Not able to order Supplies
	Submit and View Supply Orders, All Order Types, Edit Auto Toner	Ability to submit orders and view open/closed orders for the account; Ability to enroll/edit Auto Toner information
INVOICE PAYMENT	View and Pay Canon Solutions America Invoices, View Canon Financial Services Invoices	Ability to view and pay invoices from Canon, and view invoices by Canon Financial Services
SERVICE	Submit and View Service Requests	Ability to request Service and view open/closed Service Requests
	View Service Requests	Ability to view open/closed Service Requests; not able to make Service Requests
METER READS	Submit and View Meter History	Ability to submit and view Meter Read History for devices
REPORT	View Canon Billing Report	Ability to run Contract Billing Report for Canon-only billing

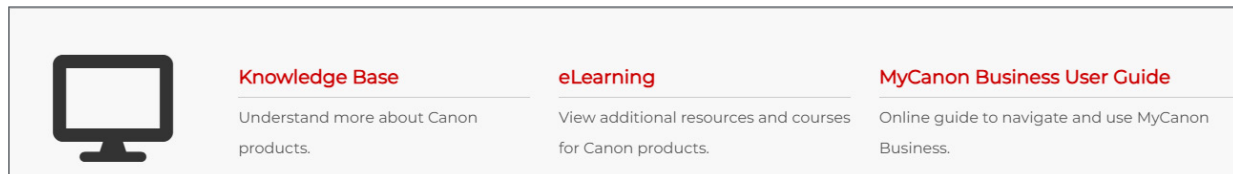
4. Make necessary updates and click **Submit**.



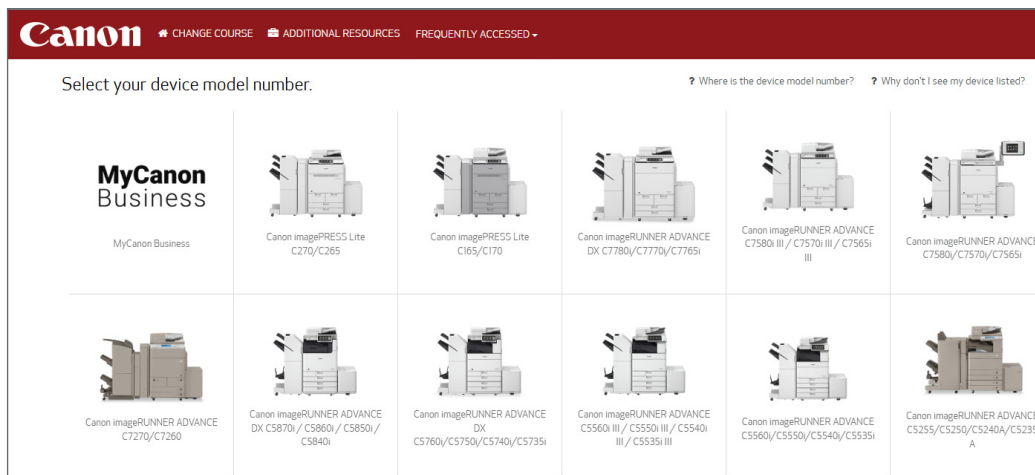
eLEARNING

Providing convenient, flexible web-based training on the MyCanon Business portal and select Canon devices.

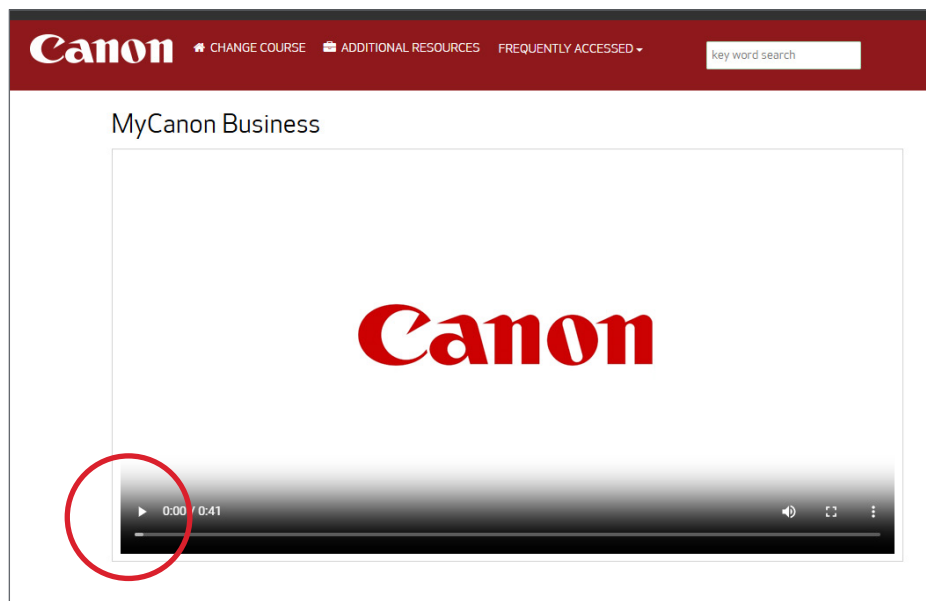
1. From the Helpful Tools menu, click **eLearning**.



2. Select the **MyCanon Business** module.

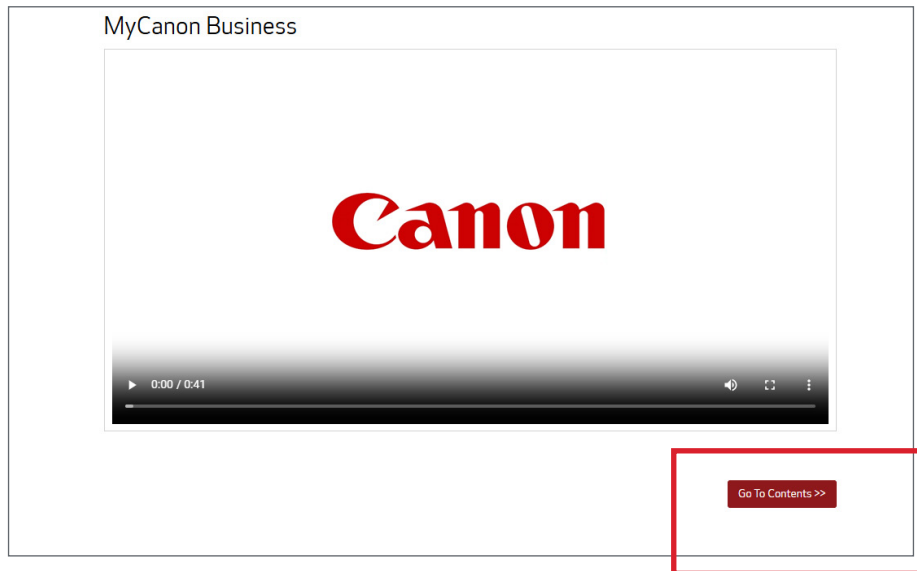


3. The MyCanon Business Overview video will be displayed. Click the play button to watch a quick overview of MyCanon Business.



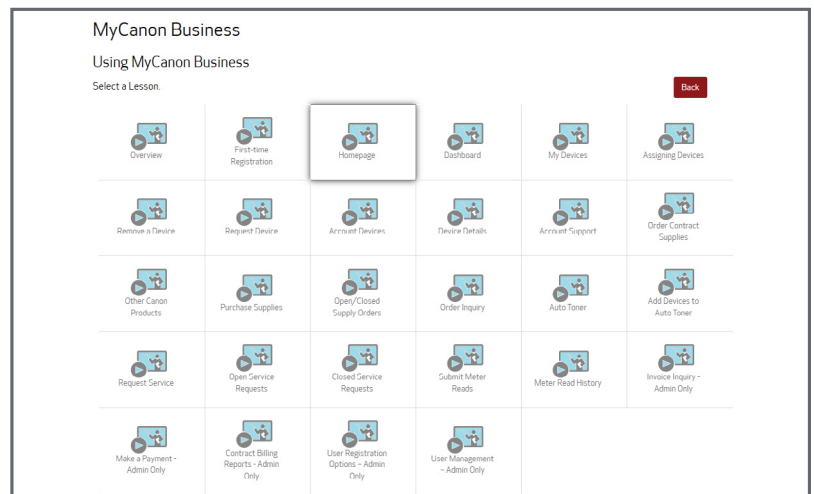
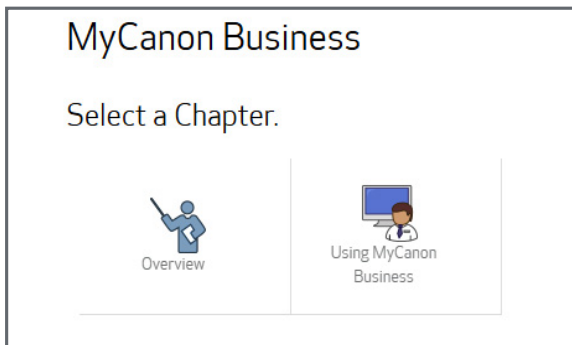
4. Click the **Go to Contents** button on the bottom right side underneath the video to view MyCanon Business chapter-by-chapter in more detail.

Note: You may have to scroll down in order to see the Go to Contents button.

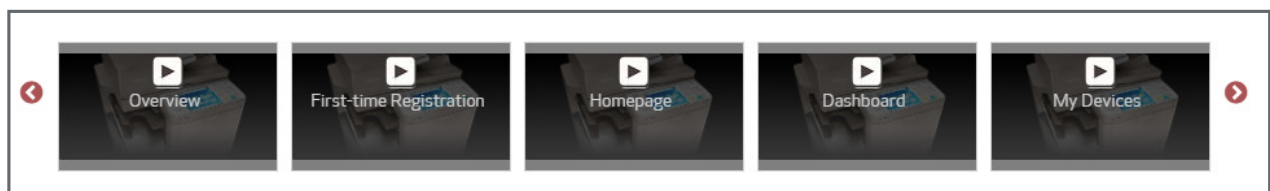


5. Select **Using MyCanon Business** if you need training on a specific section, or you can view all lessons.

6. Use the table of contents to quickly jump to any of the available lessons.



7. Click the arrows on the right and left to select the lesson you want to view or select **Go To Contents** to view additional chapters.



[illegible]



1-844-50-CANON

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