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■ Instruction for **Resetting** a Password (User from Ricoh Group in Japan, Partner User Only)

-Before Proceeds

You must confirm that email for a notification is set before proceeding.

For Ricoh Group outside of Japan, should use password reset for Office 365 account.

1. Access the link below

SSO Web Screen: <https://sso.jp.ricoh.com/user>

2. Access to the Password Reset Page

Chose "ID/Password" from Authentication Method, and click "Select"

Click on "Reset password"

3. Enter Your "Email Address" instead of your User ID section, and Click Reset.

*Do not enter your Single User ID.

4. Notification mail will reach to your email address for a notification.

Sender: ZRMD-RICOH-Application-ID zrmd-ricoh-application-id@nts.ricoh.co.jp

5. Click the Link posted on the notification mail.

The Link will be available for 24 hours, and can be clicked for once only. If you did not access to the page for 24 hours, or accidentally closed the page before completing the reset procedure, must restart the step from the beginning.

6. The message for the process completion will appear on the screen, and the notification mail will be sent.

Once the mail reached your email address, the process is complete.

Sender: ZRMD-RICOH-Application-ID zrmd-ricoh-application-id@nts.ricoh.co.jp

*Few application may take time to reflect the changes. Until then, the old password will be available for login.

■ Instruction for **Changing** a Password (User from Ricoh Group in Japan, Partner User Only)

*For Ricoh Group outside of Japan, should use password change for Office 365 account.

1. Access the link below

SSO Web Screen: <https://sso.jp.ricoh.com/user>

2. Access to the Password Reset Page

Chose "ID/Password" from Authentication Method, and click "Select"

Click on "Reset password"

3. Login to your account as usual

4. Click on "Change Password" on the menu

5. Enter your new password

Fill in the requirement for the page to proceed.

6. The page will notify you that the password is successfully changed on the bottom of the page.

*Please logout after the process is completed.

*Few application may take time to reflect the changes. Until then, the old password will be available for login.

7. If the process failed, an error will be prompt on the bottom of the screen.

Please check on the message for the detail.