Frequently Asked Questions (FAQ)

If you do not see your question, please complete the Ricoh Feedback Form or email procurement@brandeis.edu.

**My ID card doesn’t work when I swipe it at the Ricoh Device, what do I do?**

First make sure that you are swiping your card correctly. If you see a green light on the card reader, than the reader is recognizing your card. If you see a red light, the card it not being read successfully. Some users may need new cards printed if their old card has been demagnetized. New ID Cards can be printed in the Card Office located in Kutz Hall. Ext: 6-4230

If you still continue to have issues printing please contact the Help Desk at 781-736-HELP (x64357), or submit a ticket online.

**I forgot my ID card, can I still copy, print or scan?**

Yes. You can still use the devices by authenticating at the device. When you go to the device, you can login using your Brandeis Unet ID and Password. This will log you in to the device and you can then retrieve any print jobs you sent, copy, or scan.

**Why do I need to use my ID Card to use the device?**

The new system is designed to create a secure print environment. In addition, you can now print to any device on campus. The print job will only be released after you swipe your card or authenticate (see above). This will also reduce the number of unclaimed print jobs helping to drive our sustainability goals.

**How do I get access for my student workers?**

Complete the student access form and within 24 hours your students will have access to the administrative devices.

**How do I get service or supplies for my new Ricoh device?**

Register at www.MyRicoh.com with the device ID that is located on the front of the device. Once registered you can order supplies or request a service call. Ricoh technicians are on campus Monday – Friday.

**I cannot see the print queues, how I can I print?**

The print drivers have been deployed to all managed computers on campus. If you cannot see the printer queues, then you are likely using a non-managed computer. If you wish to have your computer managed, please contact the Help Desk.

You will still be able to connect to the print queues in other ways on a non-managed computer. If you are using a Mac, then you should able to search nearby printers and see the Air Print queues. If you are on a PC, then you can print via Mobility Print or Web Print.