Canon Self-Service Getting Started Guide

A guide to help you register and start using Canon's Self-Service on-line portal

come

and

see

Introduction

This guide is designed for the person responsible for managing Canon products and services within your organisation. If this is not you and you would like to find out more please go to the last page for Canon contact information.

Glossary of Terms

- **Administrator :** main point of contact within your organisation for managing Canon products and services. As the administrator you have visibility on all Canon Products assigned to your account and you can delegate your responsibilities to other users who can also be assigned as administrators for your organisation.

- **Device Manager :** someone in your organisation who has been assigned to take care of the service activities of a product (e.g. create Tickets, enter meter reads and update the product location). The Device Manager has visibility only on products assigned to them.

- **Users :** you and any other administrators or device managers who are entitled to use Canon Self-Service.

- **Product :** any Canon machine within your organisation for which you have a service contract.

- **Portal :** the Canon Self-Service web site.

Contents

Welcome to Canon Self-Service

As a valued Canon customer, we are always looking at ways to improve your service experience and make your life easier. Canon Self-Service is a secure user-friendly on-line web service that gives you instant access to all your essential Canon product and service information in one place, making managing your accounts and submitting Tickets effortless.

After a simple registration process you will have access to the following services at your own convenience:

View some or all of your accounts and Canon products

• Giving you visibility of your Canon product information, all in one place, so there is no need to hunt around for serial numbers etc.

Assign users to manage products

• Share the responsibility for managing your Canon products across single or multiple site locations to make your job easier and more efficient.

Submit meter readings for your products*

• Ensure your bills are accurate by submitting your own Canon product meter readings.

Update your product location and address details

• Keep a comprehensive record of where your Canon products are located so that you have visibility of everything at the touch of a button.

Submit and monitor the progress of Tickets

• Raise a Ticket 24/7 with all the information Canon needs to handle your enquiry as efficiently as possible and track its status on-line.

Review how the Canon Engineer solved the problem

• Once a Canon Engineer has successfully diagnosed and fixed the problem with your device, you can login to the Portal at anytime and view how they resolved the issue and what corrections were carried out.

Receive email notifications to stay updated on changes to your request

- Personalize the notifications you wish to receive; including when the ticket was open or closed.

How can I register?

You can find out more about Canon Self-Service by visiting:

For Finland: http://www.canon.fi/selfservice

You can also register straight away and start raising requests by visiting:

For Finland http://www.canon.fi/selfservice/registration

When completing the registration form, you will be asked to provide details such as:

- Your company name
- Your full name
- Your email address and telephone number
- 1 Product Serial Number
- Location Postcode

You will then receive an e-mail containing your own personal link to complete your registration (please allow 24hrs for e-mail confirmation, subject to opening times). Once received, please click on this link and follow the instructions to activate your user account.

* Canon also has automated meter reading solutions available. Please contact your account representative for more information.

Where do I start?

This is the first screen you will see once you have signed-in. From this screen you can access most of the Self-Service functionality. Other functions may be accessed by first selecting a product (e.g. accounts and entitlements.)

The first thing we suggest you do is to check that all of your products are listed. The help-desk can assist you in updating your list of products and account details.
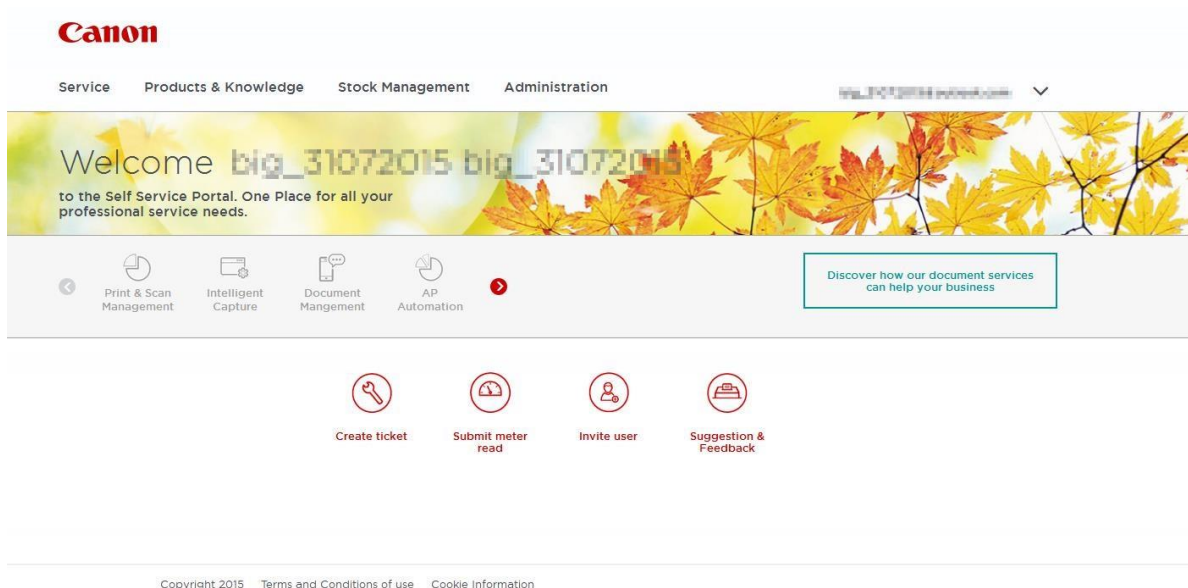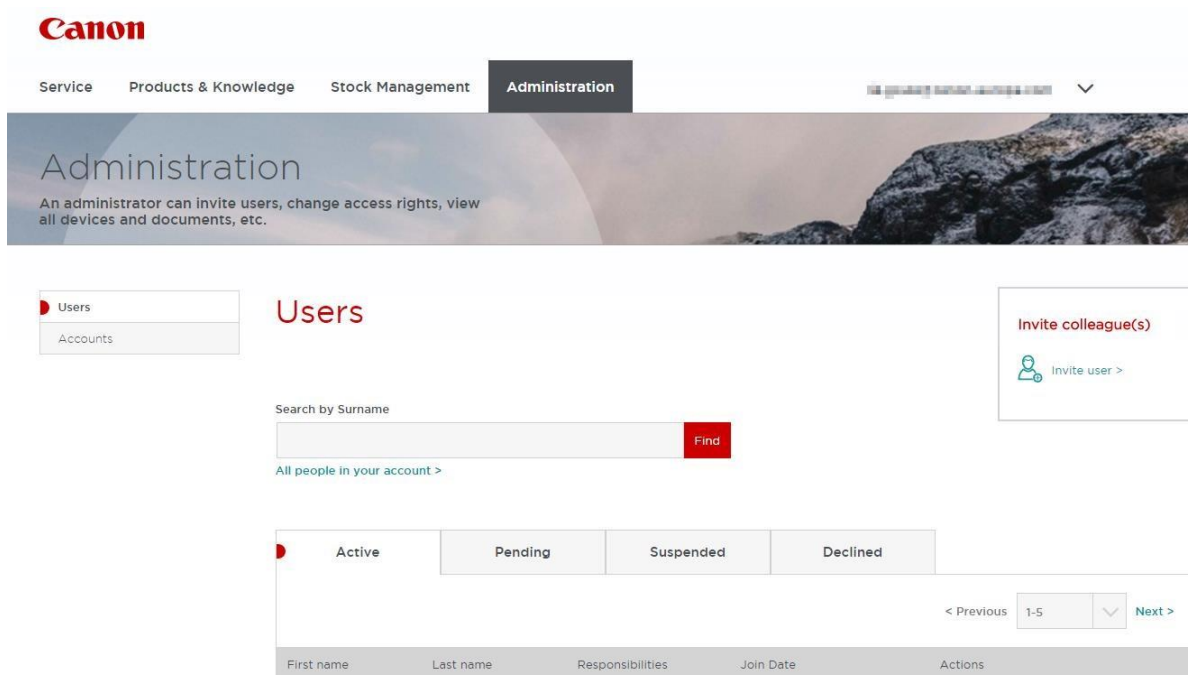
How do I manage my accounts?

The account page enables you to view all the Canon accounts linked to your organisation. On selecting an account you can then view further information such as contract lines, products and Tickets related to that account.

HOW TO GET HERE:

• Click on the **Administration** tab, then **Accounts**

How do I manage my products?

The product detail page gives you useful information about your products including their Canon serial number (our way of identifying your product), details of who is managing it within your organisation and any Ticket information.

Keeping this information up-to-date helps us to manage product Tickets in the most efficient way so that we can resolve your query as quickly as possible. From this page you can also create a Ticket, update meter reads, view entitlements, view configuration and access the product knowledge management system.

HOW TO GET HERE:
*   On the Homepage, click on the **Products & Knowledge** tab
*   Click on the **Serial Number** of a Product
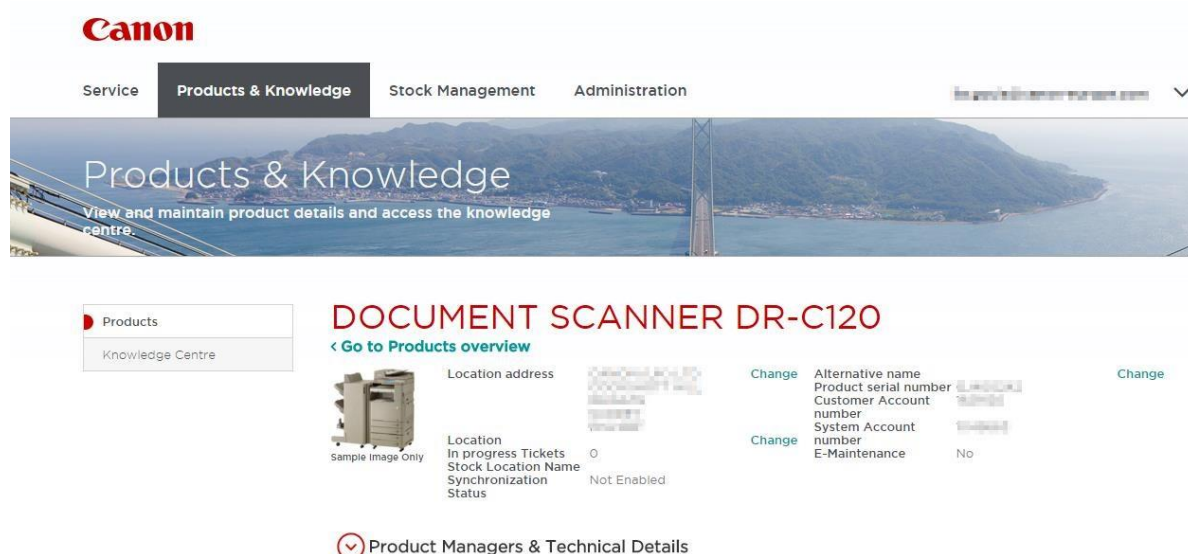
How do I group my products?

Create a Group (Only available to Administrators)

In order to manage your portfolio of products more effectively the portal allows device managers or administrators to group products. Grouping of products makes it easier for you to manage large printer fleets.

HOW TO GET HERE:

On the Homepage, click on the **Products & Knowledge** tab then click on the **Serial Number** of a Product and select the tab **Manage Groups**.

• Navigate to the **"Manage Groups"** tab.

• Click **"Create a New Group"**.

- Enter a Group Name and press "**Next**"

Manage your Group (Only available to Administrators)

From this section you have full control over this Group and can choose from the following options:

- Rename the Group you have created previously;
- Delete the Group;
- Add/Remove products from the Group
- Assign/remove other users to/from the Group.

How do I manage Tickets and Meter Reads?

How to get here:

• On the Homepage, click on the **Service** Tab

The Service page provides you with direct links to the most frequently used tools. From here you can create new Tickets and enter meter reads as well as request for products to be moved to a new location. It also provides you with a full history of your service and move requests.
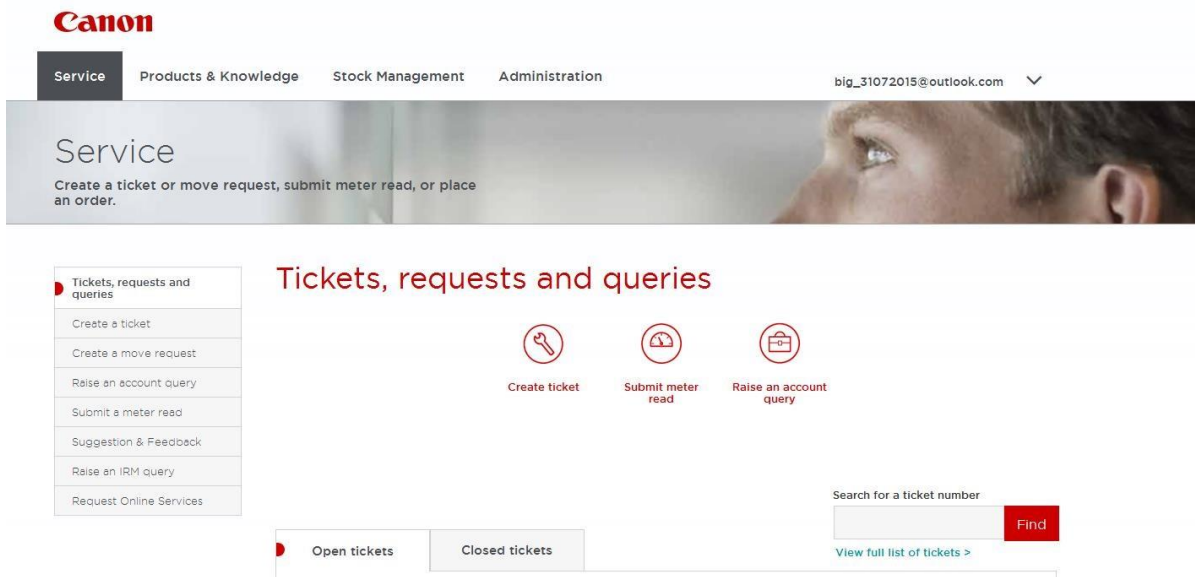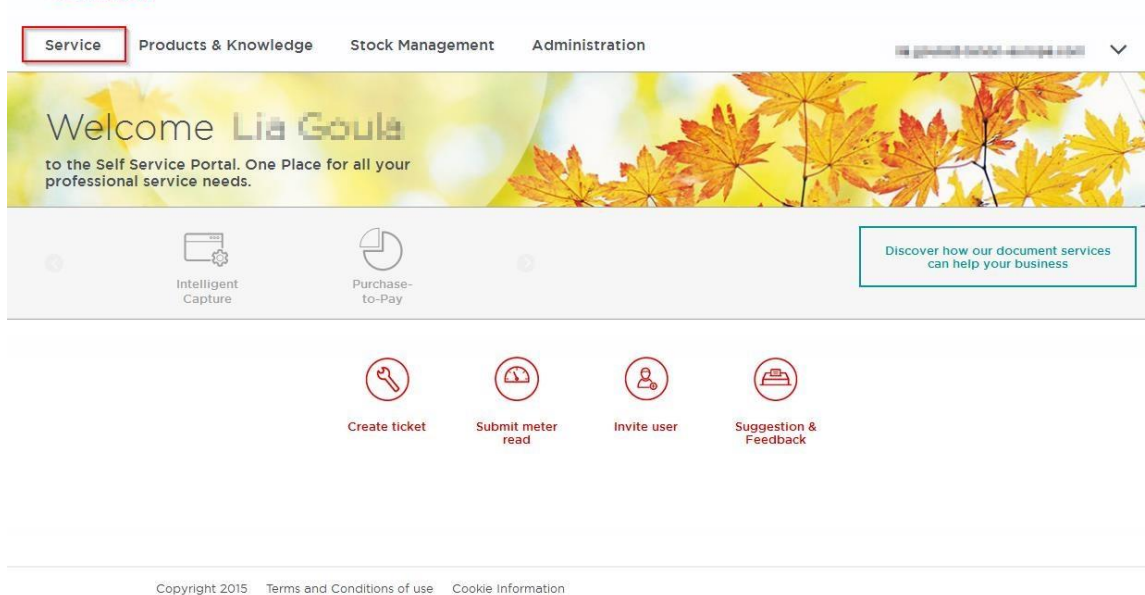

Where can I locate how the Canon Engineer resolved my issue?

Once a Canon Engineer has successfully diagnosed and fixed the problem with your device, you can log into the Portal at anytime and view how they resolved the issue and what corrections were carried out by the Engineer.
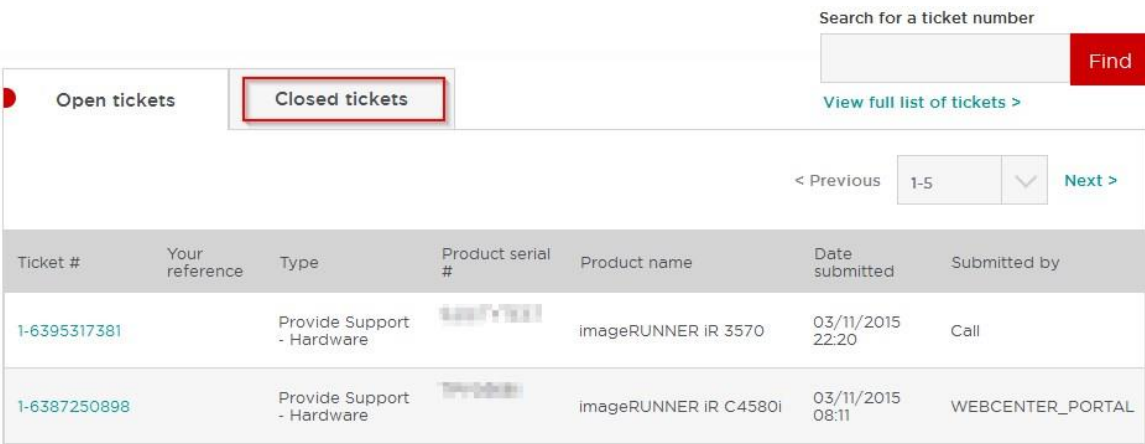
How to get here:

- On the Homepage, click on the **Service** Tab

- Click on the "**Closed Tickets**" tab below
- Select a **"Product Serial Number"** and click on the number

Where can I locate how the Canon Engineer resolved my issue?

- Click on the tab called **"Updates"**
- Click on the button called **"Review"**

Details	Updates

View updates on this ticket, create a new update for Canon or cancel the ticket.

	ADD

03/11/2015 11:30	"Broken Tray latch." - Canon Team			
03/11/2015 09:00		03/11/2015 11:30	Resolution - Onsite Engineer visit - SLA Closed	Review

From here, you are able to see how the Canon Engineer resolved the issue as well as all the details of the original request.

Resolution details

Purpose	Fault Call Machine Up
Fault	Paper Feed Problem/Jam
Location	Paper Path
Reason	Malfunction/Defective/Fatigue
Correction	Part Required - Machine Up

How do I manage other users in my organisation?

On this page you can search for users who are active on the Canon SelfService portal as well as look up the status of a user. You can also suspend or remove users that no longer require access.

HOW TO GET HERE:

• On the Homepage, click on the **Administration** tab

Knowledge Management

To assist you with managing Tickets a knowledge management database is available through the portal.

You can search for and view the knowledge that has been created for a specific Product. With this information you can self-diagnose on-line and find quick solutions to your Ticket.

1. On the Homepage, click on Products & Knowledge Tab, then Knowledge Centre
2. Select the Product you wish to find information for.

1. Click the "Canon Download Centre" link to locate software updates, drivers or manuals for your Products.

2. You can also search for knowledge by entering an error code and/or a description in the search bar. You can expand the languages you want to search in by ticking the boxes next to the search button (English is the standard language for all knowledge content).

3. The search results will show a selection of recommended content that best matches the description entered.

How do I update my personal details?

From here, you are able to update your personal contact details and change your Self Service password and security information.

HOW TO GET HERE:

• Click on the drop down arrow next to your user name on the right handside, then Your Profile
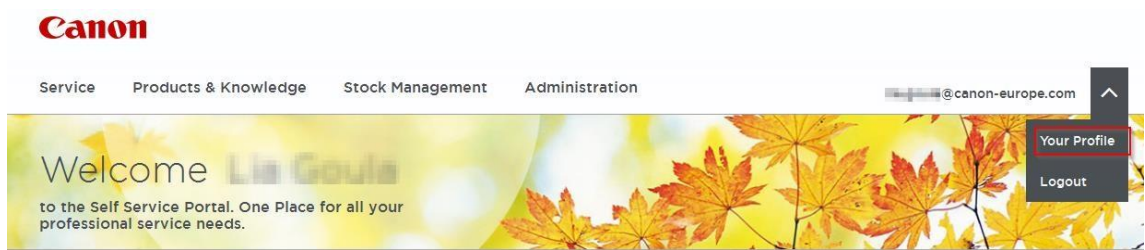
You can also customise the type of email notifications your would like to receive from the Portal by clicking on the **Email alerts tab.**

Who do I contact for further help?

For assistance using the portal or for general enquiries please visit the web links for info and registration or phone the Canon Contact Centre:

FINLAND :   **010 544 470**
                                     www.canon.fi/selfservice