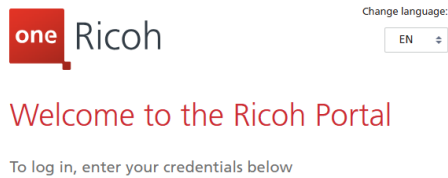


Ricoh eService/One Portal/eUportal How to re-register and set up 2FA/MFA authentication

1. Go to <https://eu.portal.ricoh-europe.com/en/login>
2. Please enter your e-mail and press Next button.



one Ricoh

Change language: EN

Welcome to the Ricoh Portal

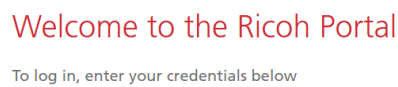
To log in, enter your credentials below

Username

Enter your e-mail address here

Next

3. Enter your current password and press Verify button.



Welcome to the Ricoh Portal

To log in, enter your credentials below

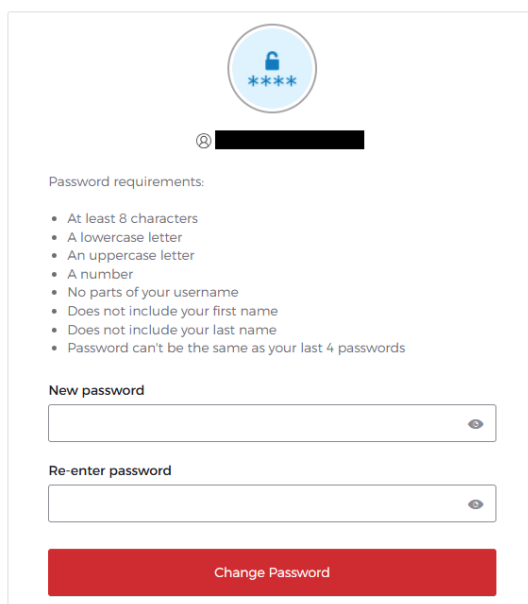
Username

Enter your e-mail address here

Password

Verify

4. Create a new password, it needs to meet the minimum requirements.



Welcome to the Ricoh Portal

To log in, enter your credentials below

Username

Enter your e-mail address here

Password requirements:

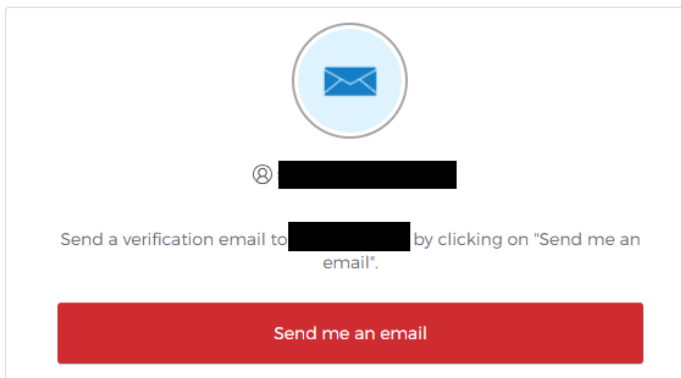
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 4 passwords

New password

Re-enter password

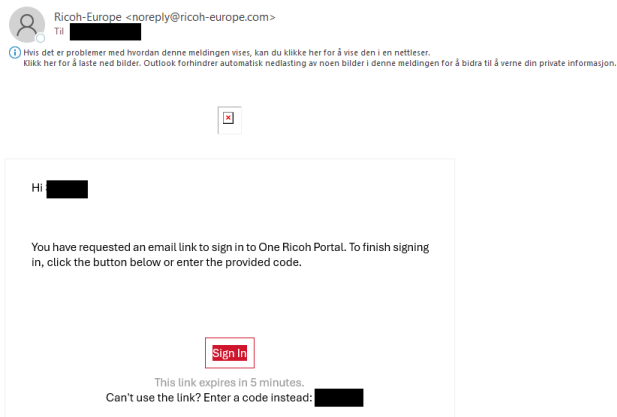
Change Password

5. Press the button Send me an email

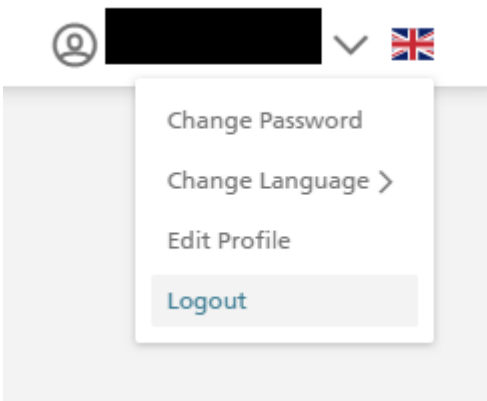


6.

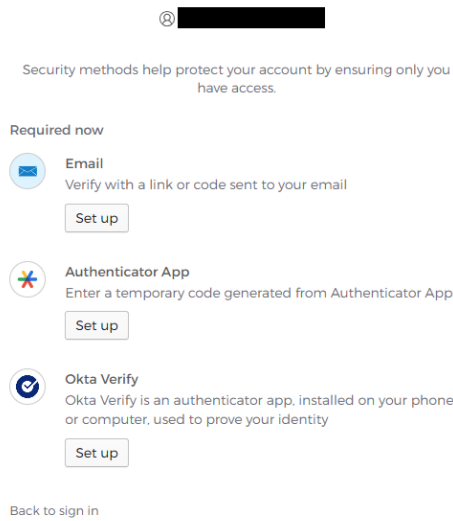
One-time verification code



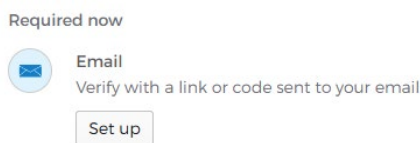
7. Click the arrow to the top right, and select Logout



8. Next time when logging in and system have updated you will be asked to set up two/multi-factor-authentication, 2FA or also known as MFA.

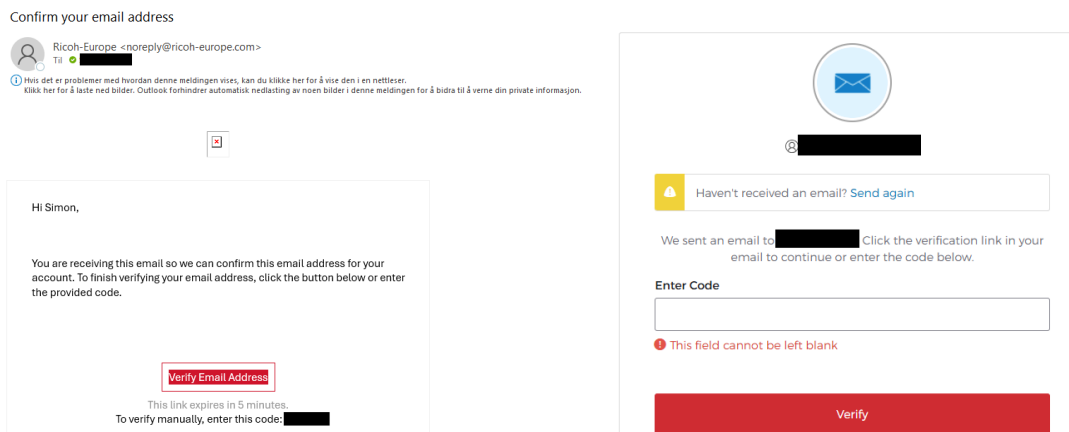


9. E-mail verification: Press set up button for e-mail and follow instruction.



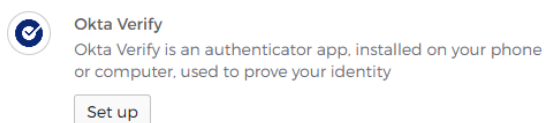
10. Check your e-mail inbox

Either click on the “verify Email Address” button or use the Verification code in the e-mail and the “Enter verification code instead”.

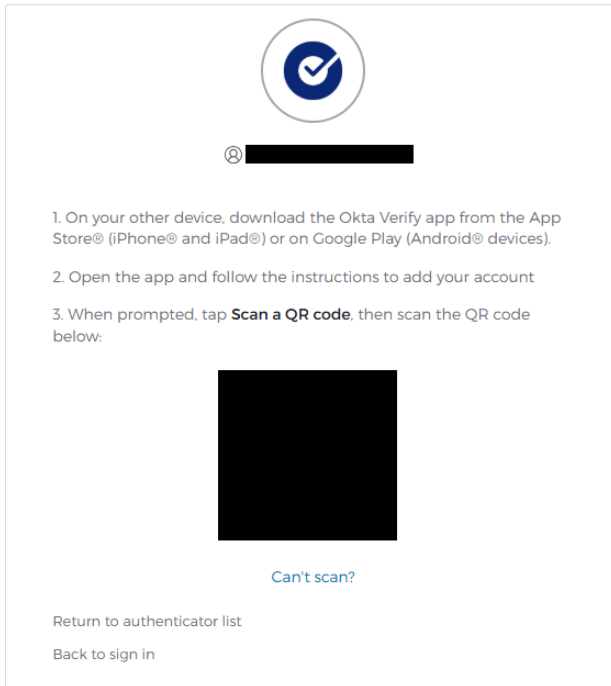


11. Okta Verify authentication app: Please install the Okta Verify app on your device.

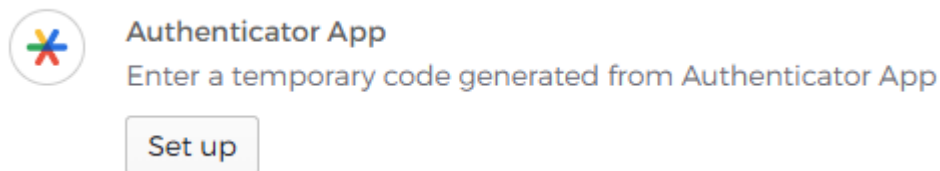
Note, check with the policy of your organization to determine if they allow Okta Verify or not. If not please use another Authenticator app like Google Authenticator, Microsoft authenticator or other.



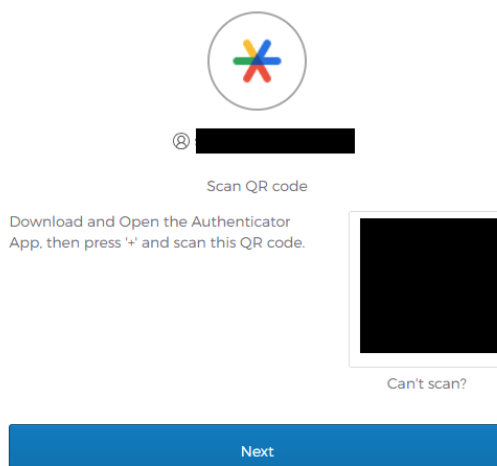
- 12.** On your device open Okta Verify app and add an account (if you already have Okta and accounts added use the + on the top to add account). Scan the QR code.



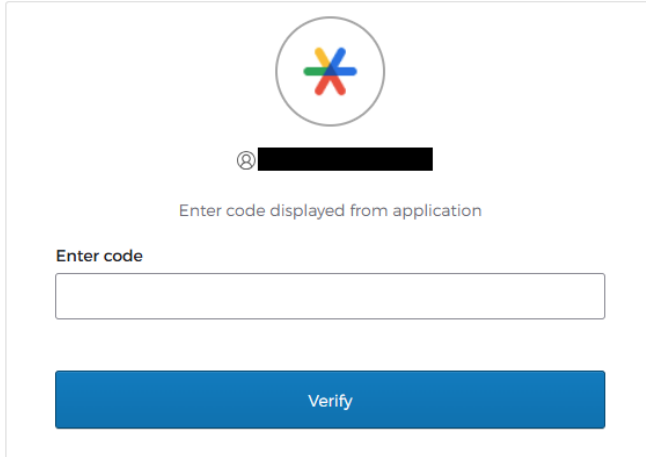
- 13.** If asked to verify with a code, please check the Okta Verify app and enter the code in the app to Ricoh eService portal.
- 14.** Authenticator app: This is for another 2FA/MFA authentication app like Google authenticator, Microsoft authenticator etc.



- 15.** Open desired 2FA/MFA authenticator app and add account, scan the QR code. For Microsoft Authenticator when adding account choose “other account (Google, Facebook etc)”



- 16.** You will get an account named “myricoh.ricoh-europe.com” added to your authentication app. Click next on the portal webpage.
- 17.** Ricoh eService portal will then ask to enter a code, open authenticator app and get a code to enter and press Verify. Tip: if the countdown is very close to end, wait until timer expire and you will get a new code to use.



The screenshot shows a web interface for authentication. At the top center is the Ricoh logo, a stylized 'X' with four colored arms (yellow, green, blue, red) inside a white circle. Below the logo is a black rectangular redaction box with a small registered trademark symbol (®) to its left. Underneath the redaction is the text "Enter code displayed from application". Below this is a label "Enter code" followed by a white rectangular input field with a thin border. At the bottom of the form is a solid blue rectangular button with the word "Verify" written in white text.

- 18.** Set up complete. Note you may choose only one 2FA/MFA if you want, but you may also use all 3 variants if you wish.
- 19.** If you have any questions or problems, please contact your local Ricoh call-center/support for assistance.