

HCS Sharp Copiers

The Basics

Our HCS Sharp Copiers provide us the option to:

- **PRINT** to one single printer called “Find-Me on Papercut”
- **COPY** by walking up to the copier, badging in, and simply copying a paper.
- **SCAN** by walking up to the copier, badging in, and then scanning a document to EMAIL or GOOGLE DRIVE.

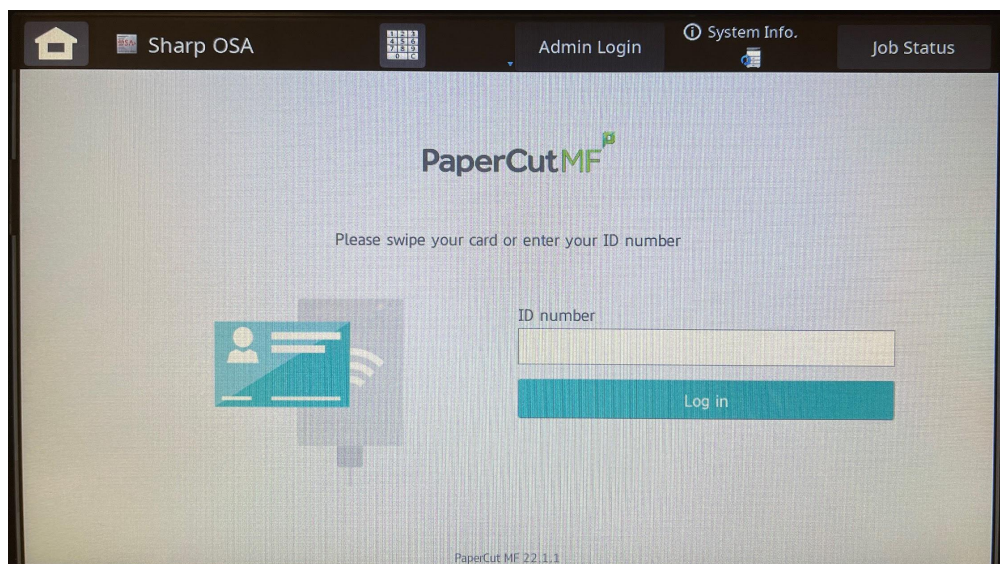
Before you NEED to PRINT, COPY, or SCAN, it is highly recommended that you walk up to the copier and badge into it.

The FIRST time you walk up to a copier, anytime your badge is replaced, you will need to associate your computer UserID and Password with your Badge. (But this is easy so don't get nervous about it.)

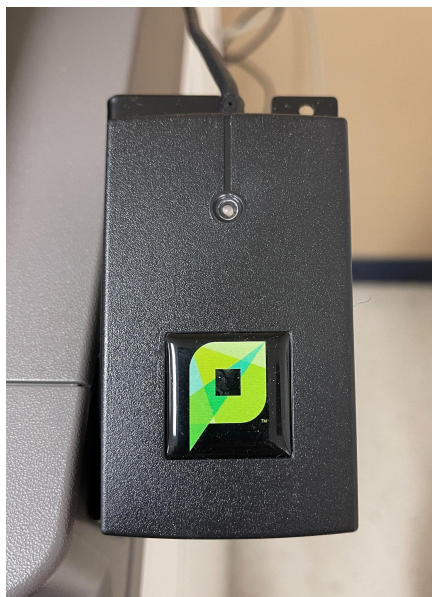
1. When you walk up to a copier, if the machine is asleep (screen is blank) press the “Power” button.



2. You will see the following screen:



3. Scan your badge on the badge scanner attached to the copier. (If you don't have a Hartland Badge but instead use a FOB to gain access to our buildings, you may also use that.)



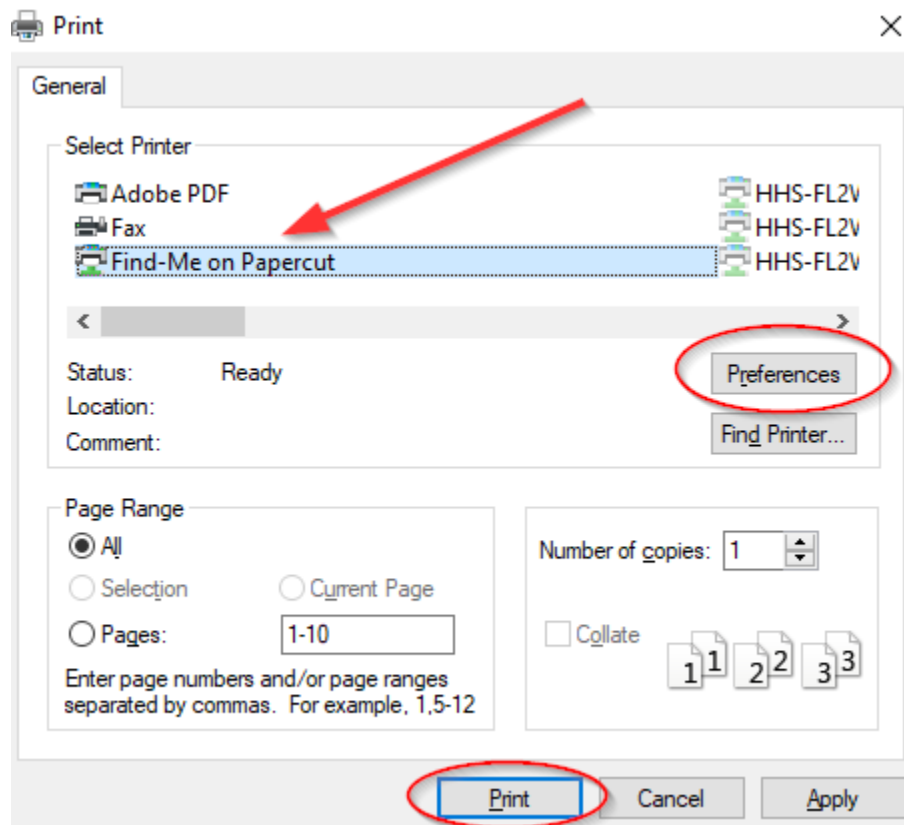
4. THE FIRST TIME you do this, you will be prompted to enter your UserID and Password. Please enter your COMPUTER UserID and Password in the fields provided.

A screenshot of the PaperCut MF login screen. The screen has a light blue background with the PaperCut MF logo at the top. Below the logo, it says "Unknown card. To associate this card with your account, enter your username and password, then swipe the card." There are two input fields: "Username" with "MrEagle" entered, and "Password" with "*****" entered. A blue "Log in" button is at the bottom. The version number "PaperCut MF 22.1.1" is at the bottom right.

5. Once you do and tap "Log in", you will have then associated your UserID and Password with your Badge and can, from this point forward, tap your badge on the reader to PRINT, COPY, or SCAN.

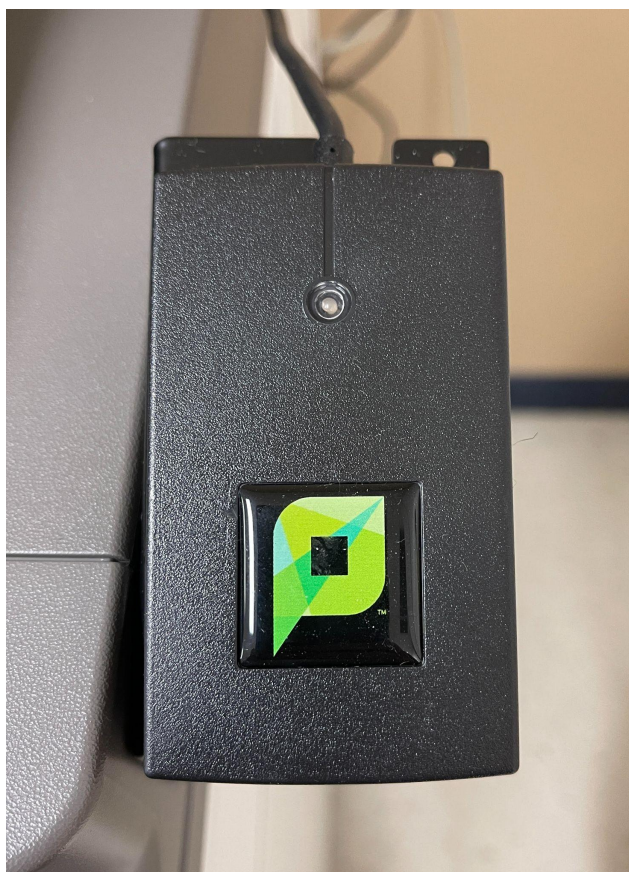
PRINT Basics

1. Create or open the document you wish to print.
2. In the “Print” dialogue box, select the “Find-Me on Papercut” printer and select it.

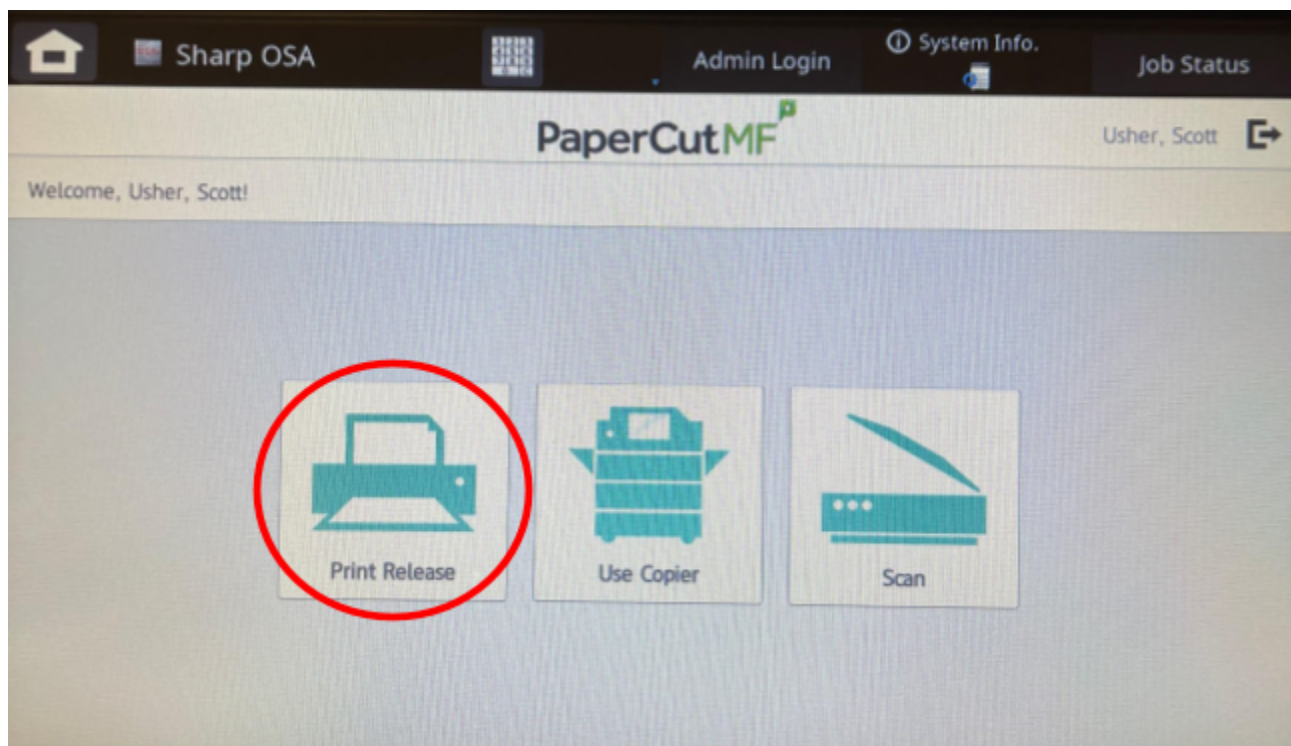


- a. Set any preferences you wish to set by selecting the “Preferences” button
 - i. Number of copies
 - ii. Single or Double Sided
 - iii. Portrait or Landscape
 - iv. Staple
 - v. Hole Punching
 - vi. Booklet
 - vii. Color
 - viii. Etc.
3. Click the “Print” button. The print job has been sent to the “Find-Me on Papercut” printer.

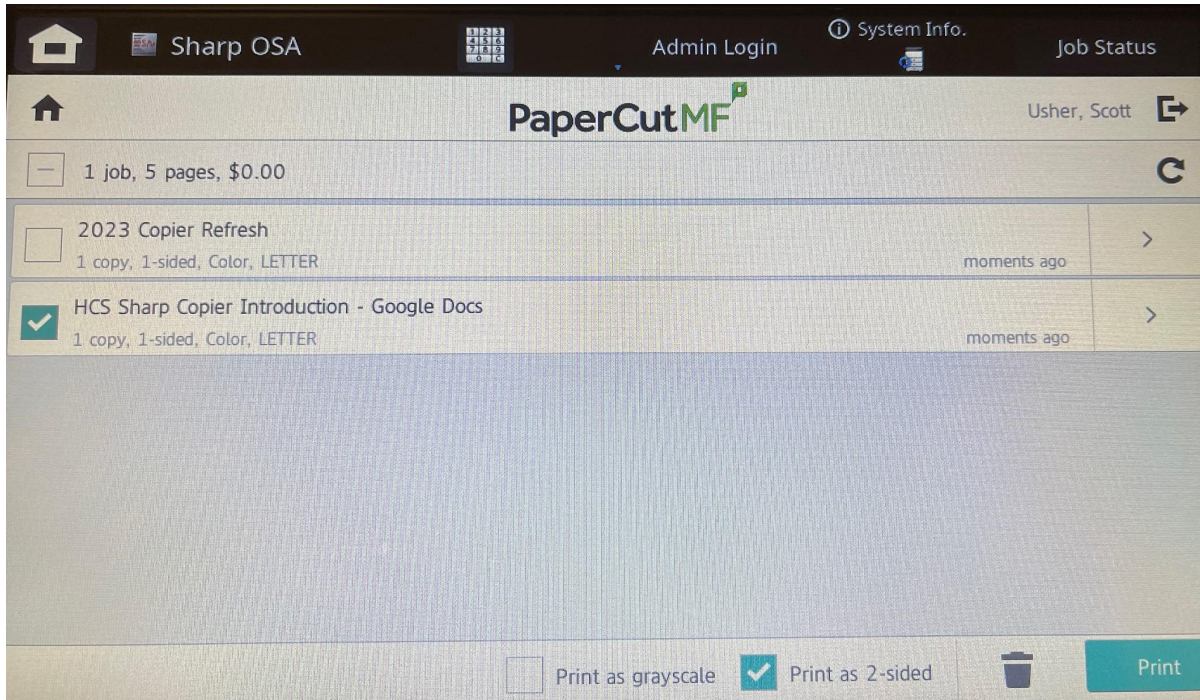
4. Now, walk up to ANY copier in the district and use your badge to badge into the device by placing your badge over the card reader on the copier.
(You can also log into the device using your 6 digit employee ID number)



5. Once you badge in, you will see three buttons, select "Print".



6. Any print job you have sent to the “Find-Me on Papercut” printer within the past 72 hours will appear in a list. Simply check the jobs you want to release and tap “Print”.
- a. NOTE that I also selected Print as 2-sided to help conserve paper.
 - b. NOTE that you may select and release multiple print jobs.
 - c. NOTE that if you don’t select all your print jobs, the ones not released will continue to remain in the queue for 72 hours.



7. After you are done printing, copying, or scanning, be sure to log out. Don’t worry too much, if you forget to do so, Papercut will automatically log out out of the machine in 30 seconds.

COLOR Printing

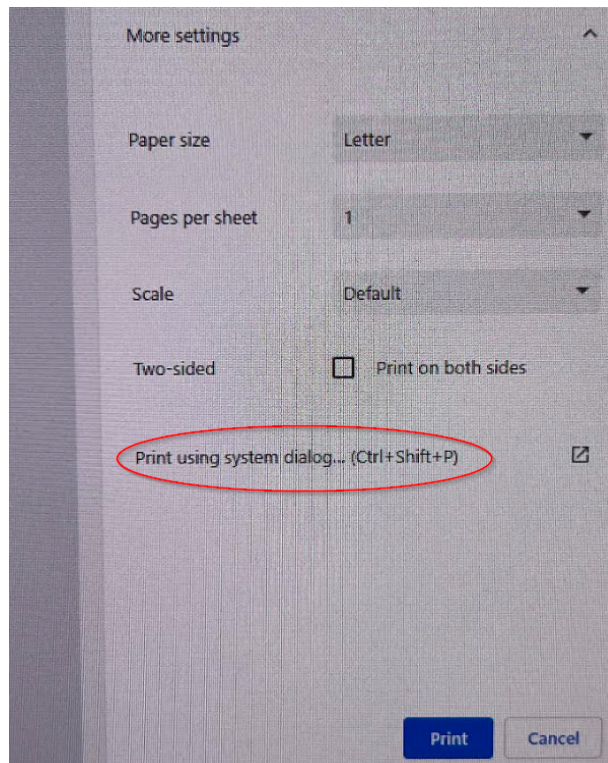
Anytime it is at all possible to do so, it is highly recommended to print Black and White. The cost for a black and white print/copy is .35 cents per page. The cost for a COLOR print/copy is 3.5 cents per page. There is no charge for color scanning. Most buildings have one color copier and those locations are listed below:

- You can tell if a device is color by the model number. For example, a *BP-70 M65* is a 65 page per minute Monochrome device (M65). A *BP-70 C55* is a Color 55 page per minute machine.
 - CES Color Device is in the Office Workroom (*BP-70 C55*)
 - LES Color Device is in the Collaboration Center (*BP-70 C36*)
 - RES Color Device is in the Teacher Workroom (Room 10) (*BP-70 C65*)
 - VES Color Device is in the Office (*BP-70 C36*)
 - FIS Color Device is in the Teacher Workroom (Room 34) (*BP-70 C55*)
 - HMS Color Device is in the Office (*BP-70 C65*)
 - HHS Color Device is in the Office (*BP-70 C55*)
 - SSC Color Devices are in CO and Maintenance (*C304 in CO and a BP-70 C36 in Maintenance*)
 - 51 Color Device is in the Office (*BP-70 C36*)
- Understand the following:
 - If you print color we will be charged 3.5 cents per page no matter the amount of color on the page.
 - If you print ONLY black and white to a color device, we will only be charged .35 cents per page.
 - SO...when you see the different speed color copiers in buildings of similar size, that the result of us looking at the B/W page counts on the devices in the building and calculating the needed speed based off those numbers.

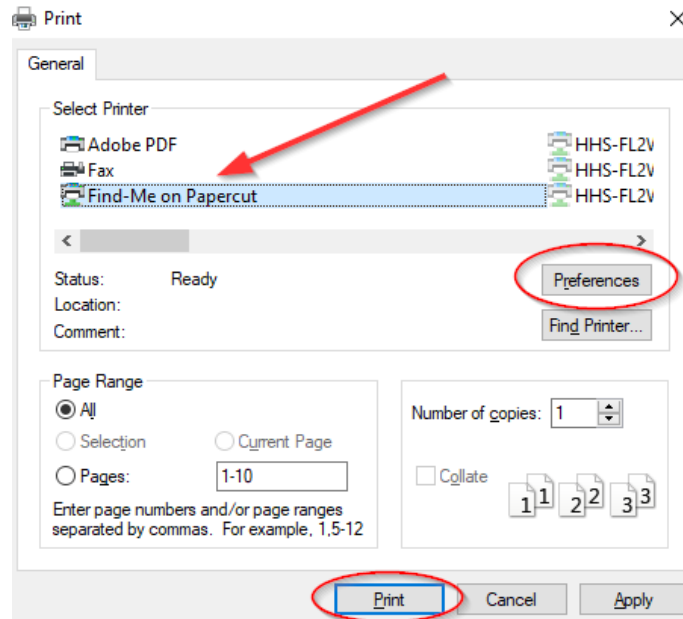
If you choose to print color, please make sure you really NEED the color and then follow the instructions below:

1. Create or Open the document you wish to print.

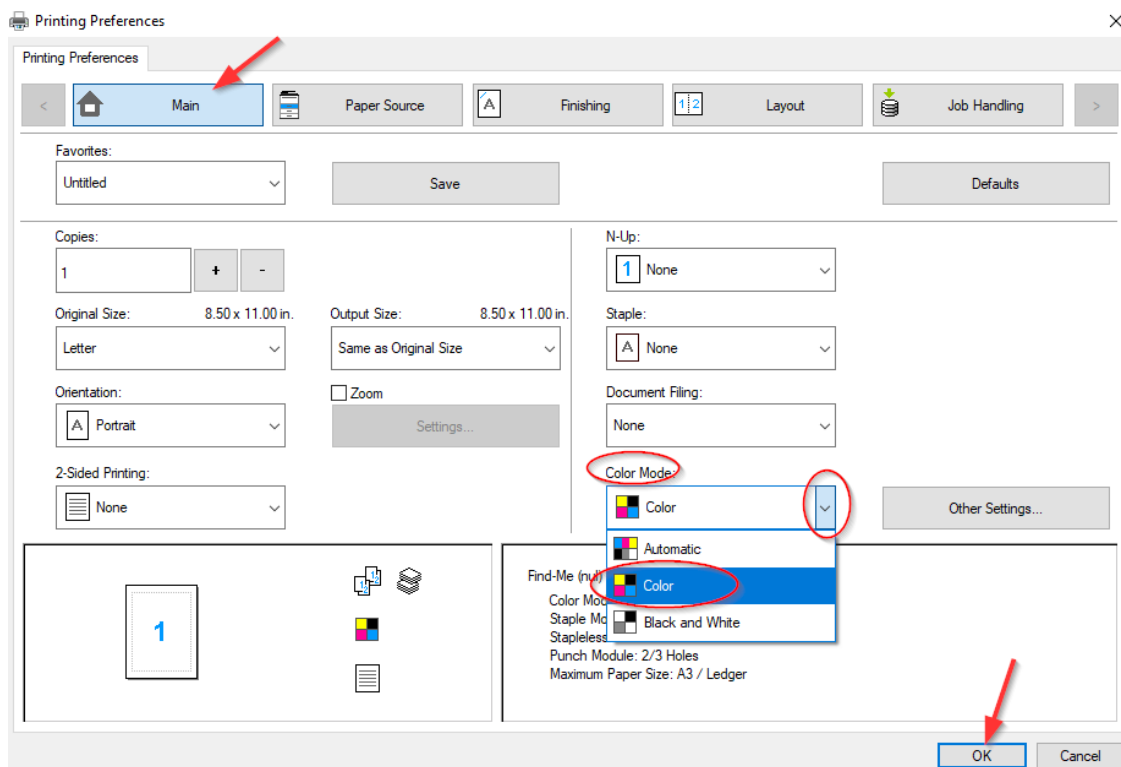
NOTE: If you are printing from a webpage (including a Google Doc), you will need to select the option in the print dialogue that appears which will allow you to open the SYSTEM PRINT DIALOGUE.



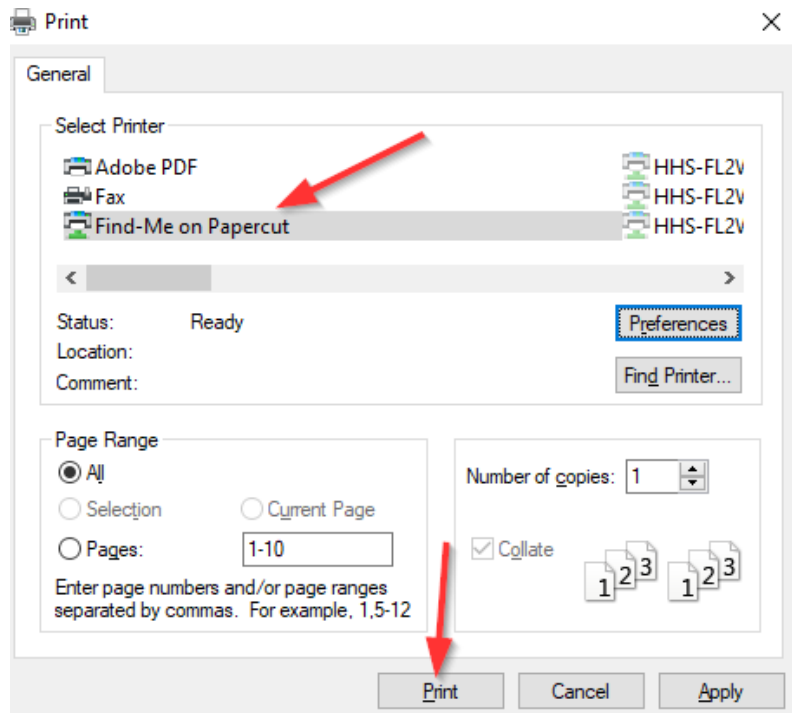
2. In the “System Print Dialogue Box” select the “Find-Me on Papercut” printer and select it.



a. Select the “Preferences” button and set any preferences you wish, but to print color, you MUST Choose COLOR in the “Color Mode” dropdown.

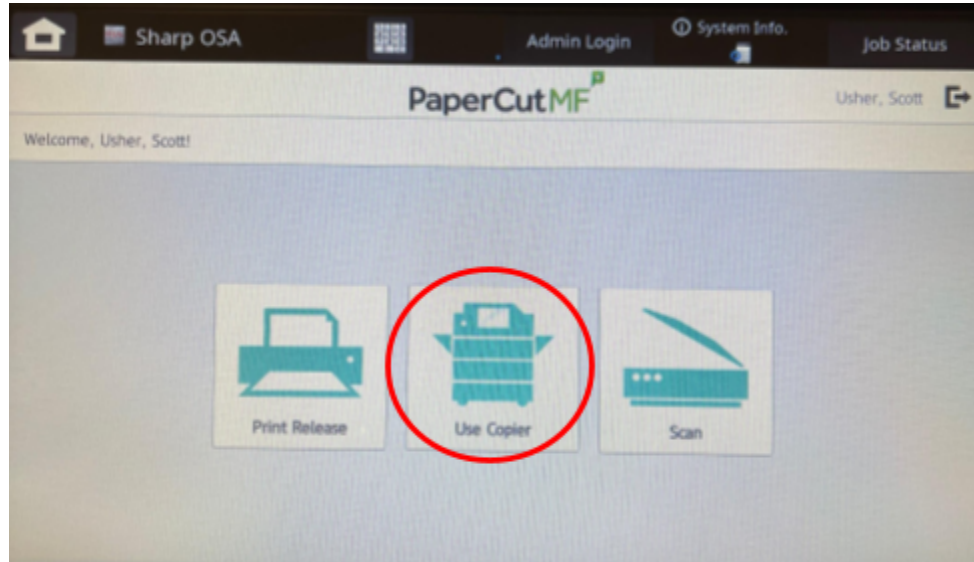


3. Click “OK” when done. Then click the “Print” button.



WALK-UP COPYING

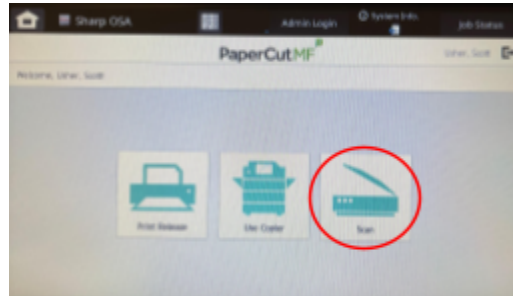
1. Select the paper you wish to copy.
2. Walk up to the copier and badge in.
3. Select the “Use Copier” button.



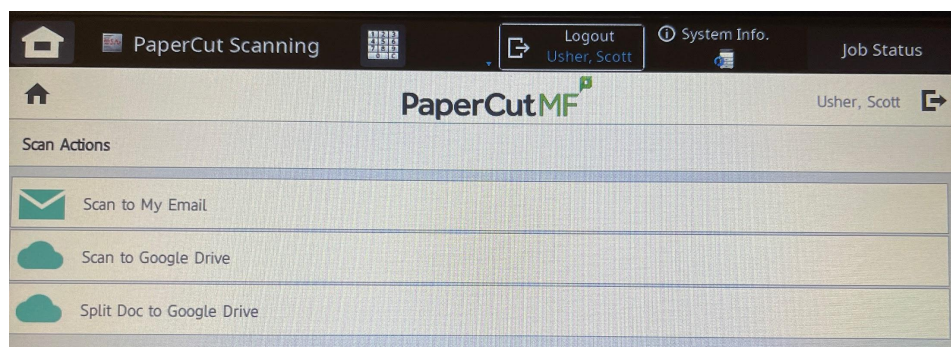
4. Place your document in the document feeder or on the glass of the copier and proceed to copy as you always have selecting the parameters you wish.

SCANNING

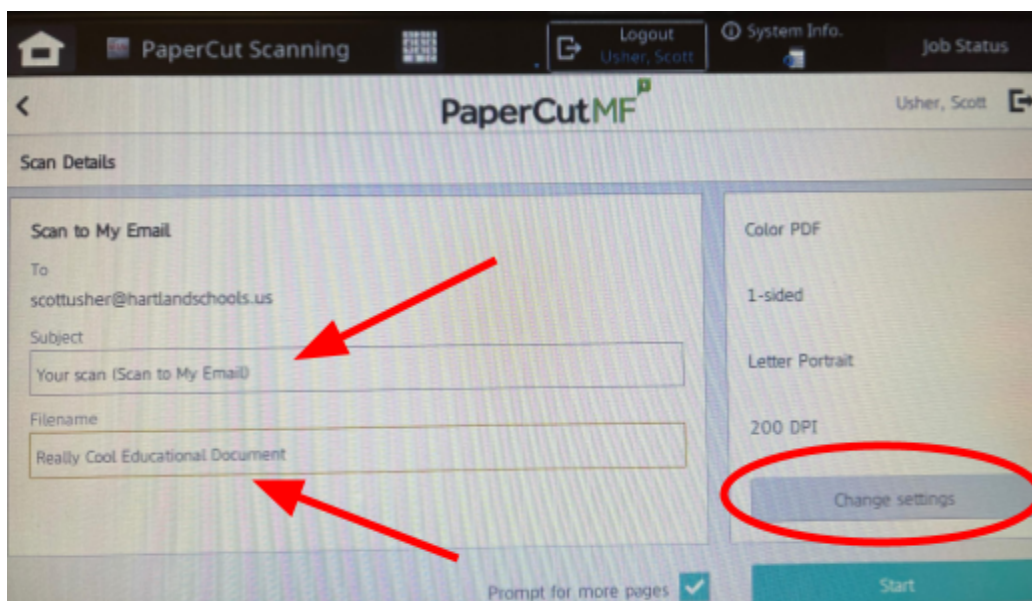
1. Select the paper you wish to scan.
2. Walk up to the copier and badge in.
3. Select the “Scan” button.



4. Tap where you want the document to scan to (Email, Google Drive, or Split the Scanned Document into different files in your Google Drive).



5. If you choose to “Scan to My Email”:
 - a. You can customize the subject, Filename (As I have below) or change some of the scan settings.



- b. The scan settings you can change are as follows:
- You may select 1 or 2 sided
 - You may scan either Portrait or Landscape
 - Paper Size (Depends on the paper you have in your copier drawers)
 - You may scan to PDF, TIFF, or JPEG (PDF is the most common)
 - 200 DPI is the default and will provide you with the most flexibility. If you are scanning images, you will want to select a larger DPI.
 - You can scan to color, grayscale, or black and white

The screenshot shows the PaperCut MF Scanning interface. At the top, there's a navigation bar with a home icon, 'PaperCut Scanning', a user icon, 'Logout Usher, Scott', 'System Info.', and 'Job Status'. Below this is a header with 'PaperCutMF' and 'Usher, Scott'. The main section is titled 'Scan Settings > Scan to My Email'. It contains several settings: 'Duplex mode' with '1-sided' and '2-sided' (selected), 'Orientation' with 'Portrait' and 'Landscape' (selected), 'Paper size' with 'Letter', 'Legal', and 'Ledge' (selected), 'File type' with 'PDF', 'TIFF', and 'JPEG' (selected), 'DPI' with '100', '200', '300', and '600' (selected), and 'Color mode' with 'Color', 'Grayscale', and 'B&W' (selected). At the bottom, there's a 'Prompt for more pages' checkbox (checked) and a 'Start' button.

- c. Once you select your settings, tap “Start” and your scan will appear in your inbox.

6. If you choose to “Scan to Google Drive”:

- a. You can change the filename of your document and you can change the same settings as those if you were to choose to scan to email.

The screenshot shows the PaperCut MF Scanning interface. At the top, there's a navigation bar with a home icon, 'PaperCut Scanning', a user icon, 'Logout Usher, Scott', 'System Info.', and 'Job Status'. Below this is a header with 'PaperCutMF' and 'Usher, Scott'. The main section is titled 'Scan Details'. It contains a 'Scan to Google Drive' section with a 'Path' field showing 'Scans for PaperCut MF' and a 'Filename' field showing 'scan_scottusher_2023-06-27-13-59-11'. To the right, there's a 'Color PDF' section with '1-sided', 'Letter Portrait', and '300 DPI' settings. Below this is a 'Change settings' button. At the bottom, there's a 'Prompt for more pages' checkbox (checked) and a 'Start' button.

- b. After scanning, Papercut will create a folder in your Google Drive called “Scans for PaperCut MF” and it is in there you will find all your scans.

My Drive > Scans for PaperCut MF ▾

File type ▾ People ▾ Last modified ▾

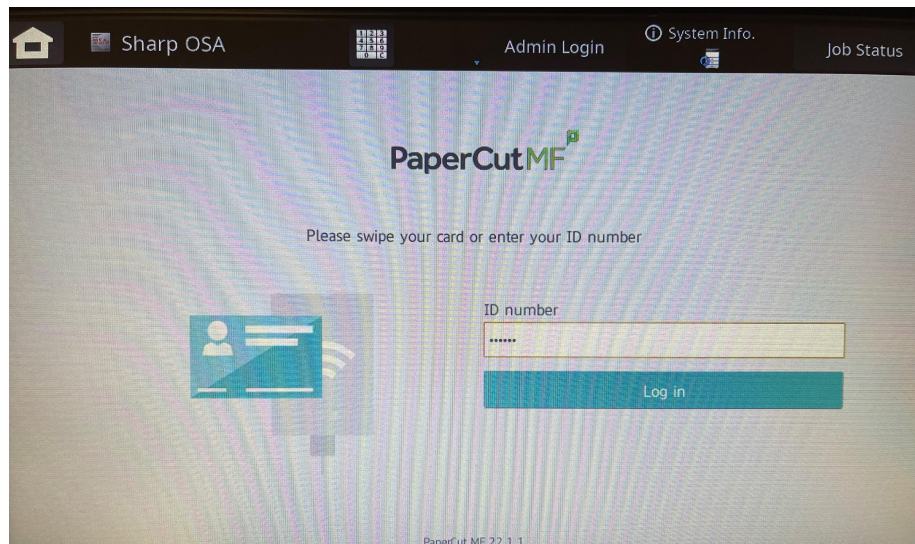
Name ↑

PDF	scan1.pdf	←
PDF	scan2.pdf	←
PDF	split1_001.pdf	
PDF	split1_002.pdf	
PDF	split1_003.pdf	

- i. In the image above, I scanned “Scan1” and “Scan2” at TWO different times.
- ii. I then scanned a 3-page document by selecting “Split Doc to Google Drive” and my three page document became three separate files in my “Scans for PaperCut MF” folder.

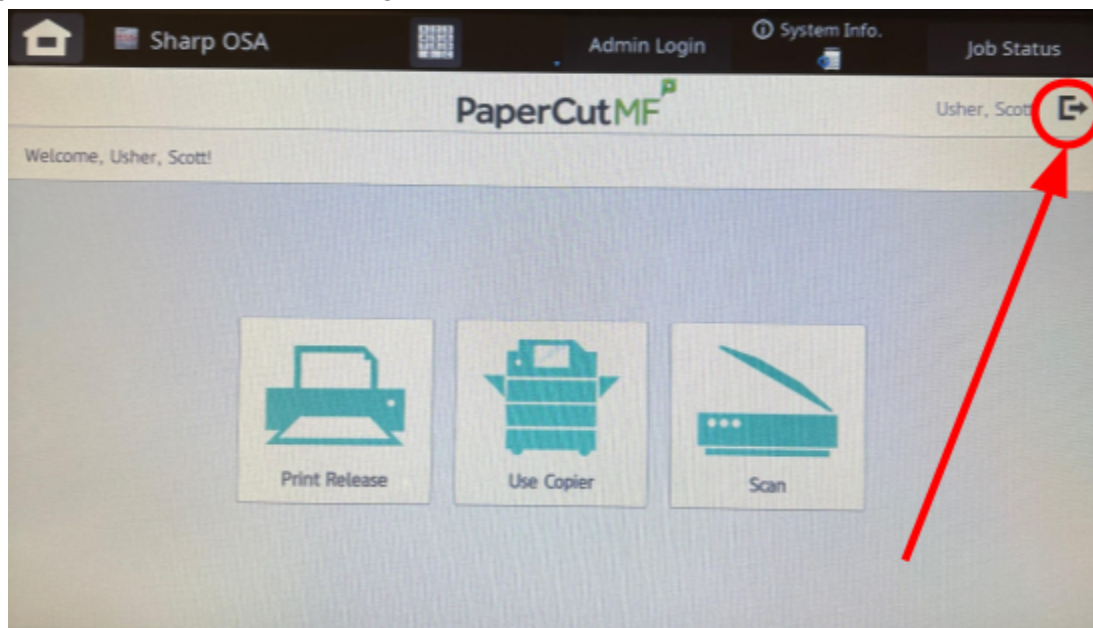
Using Employee Number **INSTEAD** of Badge to Authenticate to Copiers

- While you should always be wearing your badge, as a back-up, Hartland Employees can use their 6 Digit Employee Number to authenticate to the copiers instead of their badges.
 - Edustaff employees can provide your Edustaff Employee Number to the Hartland Tech Team using our Tech Work Order System and we will be happy to create a 6-digit code for our Edustaff Employees as well.
1. To authenticate to the copiers using your 6-digit Employee number, simply input that number when you walk up to the machine instead of scanning your badge on the card reader.



LOGGING OUT of the COPIER

- The copier will automatically log you out after about 30 seconds, but it is **STRONGLY** recommended that you log out of the copier prior to walking away from the machine after using it.
1. To log out of the copier, click the logout button.

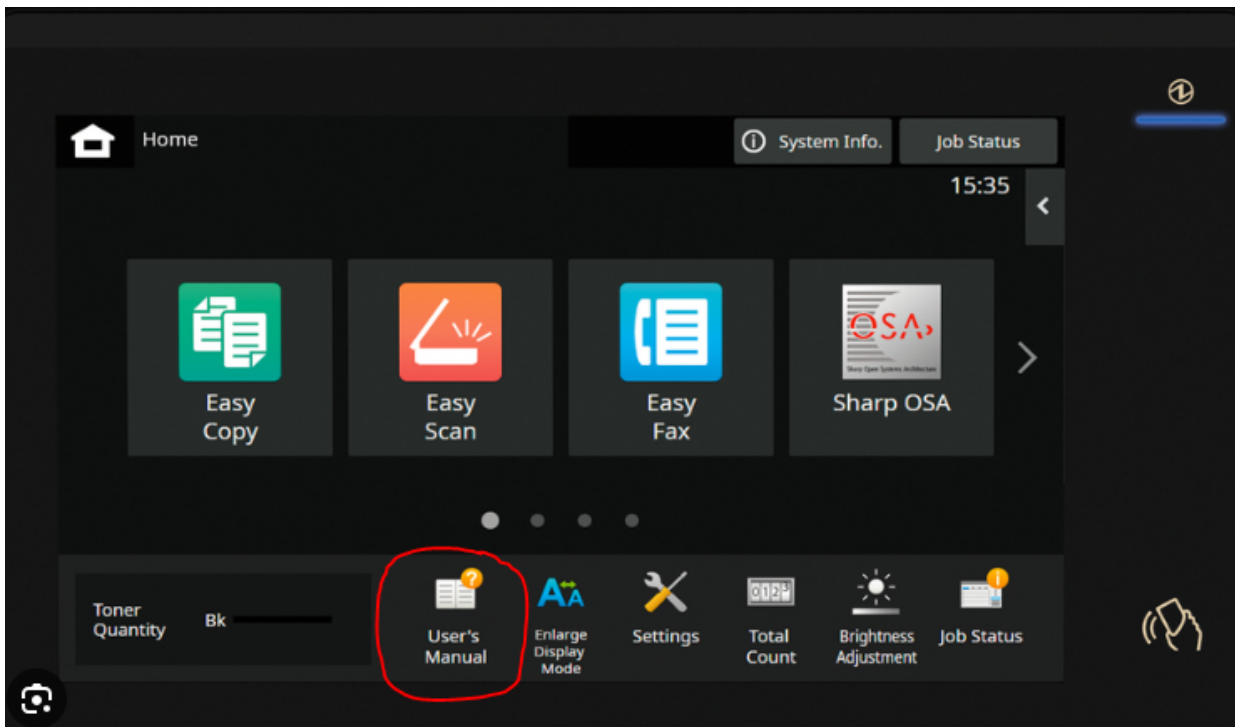


STUDENT PRINTING

- Students print to the Find Me on Papercut Print Driver just like Staff.
- When they walk up to a copier to release their print jobs, they simply type in their HCS Student Number into the “ID Number” field and select “Print Release”.

When in doubt.... You can reference the online Sharp manual:

If you are a PaperCut user – your login screen may look slightly different from the screenshot below.



1. Select User's Manual (for PaperCut users, you may need to select "about my copier or my copier" to see the menu bar that contains the User's Manual option.)
2. A QR Code will appear
3. Scan the QR Code with your Smartphone – this will bring you to the online user manual. Follow steps to bring you to the search page.
4. Type in topic you need instruction on i.e. ID Copy, 3 Hole Punch, Double Sided to Single Sided....etc.
5. The User Manual will take you to that specific topic and provide step by step instructions.

1. Marco Website – Help Center:

- Website Link: [Need help operating your Sharp machines? \(marconet.com\)](https://marconet.com)
- Description: Explores our comprehensive Help Center on the Marco website for guidance on operating their Sharp machines.

Special Modes and Features Guide

Model: Sharp MX/BP

TWO-SIDED COPYING

1,1 – 2: Automatic 2-sided copying of 1-sided originals.

2 – 2: Automatic 2-sided copying of 2-sided original.

2 – 1,1: Automatic 1-sided copying of 2-sided original.

COPY SPECIAL MODES--OTHERS BUTTON

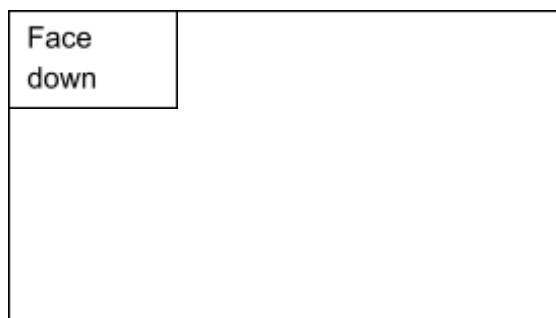
N-Up: This feature compiles multi-page documents on a single page in groups of up to 8 images.

Dual Page Copy: This function copies the left and right half of an original successively. This function is useful when making copies of the facing pages of a book or other bound document.

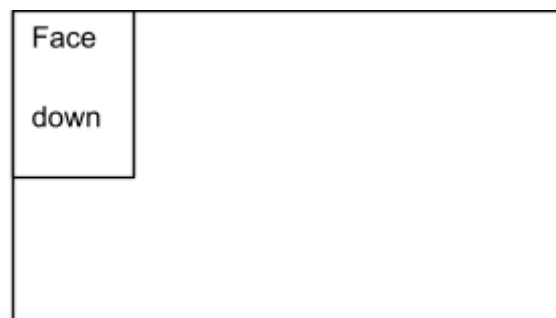
Card Shot: The front and reverse sides of a card can be copied onto one sheet of paper. Note: Fit To Page option enlarges the card copy. (See below for step by step guide)

1. **Place:** **Card face down** in the upper left corner on the MFP document glass. The following explains portrait and landscape orientation.

For the card to print in portrait orientation:



For the card to print in landscape orientation:



2. **Select:** **Special Modes** key on the console.
3. **Select:** **Card Shot** key.

4. **Select:** **Card Shot Settings**, if needed. Card Shot can be set here to “Fit to Page”, which enlarges the images to fit the paper.

5. After choosing the desired settings, select the **OK** button.



6. **Select:** **Start** button to scan the front side of the card. At the prompt, turn the card over and repeat the process by pressing the **Start** button again to scan the reverse side of the card. When finished, press the “Read End” key on the console to begin copying.

7. **Select:** **CA** button on the keypad when the job is completed to return to the original settings.

Repeat Layout: This function copies multiple same original images on one sheet.

Booklet: This is used to make pamphlet-style copies of 1-sided or 2-sided originals. Note: 8.5x11 originals will result in 11x17 pamphlets. To alter this, use Copy Ratio adjustment on the main copy screen.

Book Copy: This function makes a copy of the two facing pages of an original such as a book. Copies made with this function can be folded at the center to create a booklet.

Book Divide: This function splits a saddle-stitch original such as a catalogue or a pamphlet page by page, and copies in sequence.

Blank Page Skip: If the scanned original contains blank pages, this function skips them to copy only non-blank pages.

Toner Save: This function minimizes toner consumption when making copies, which are not affected even if the image quality is reduced slightly.

Background adjustment: This function allows the user to personalize the background lightness/darkness.

Proof Copy: This function prints only one set of copies, regardless of how many sets have been specified. After the first set is checked for errors, the remaining sets can be printed.

Original Count: This function displays the number of scanned original sheets before making a copy, enabling you to view the sheet count.

Tandem Copy: This function shares a copy job half-and-half between two machines connected to the network, enabling the reduction of the copy time.

Margin Shift: Use this to shift the image on the paper to create binding margins.

Erase: The erase function is used to erase shadows around the edges of copies that occur when copying thick originals or books. Ex. Shadows, fax headers, etc.

Centering: This function centers the copied image on the paper.

Position Image: This function moves the scanned original to a specified position to make a copy.

Job Build: This function divides the originals into sets and feeds each set through the automatic document feeder one set at a time when copying a very large number (over 100) of originals.

Mixed Size Original: This function copies originals of different sizes at the same time; for example, 8-1/2" x 14" (B5) size originals mixed together with 8-1/2" x 11" (A4) size originals.

Slow Scan Mode: When you wish to scan thin originals using the automatic document feeder, you can use this function, which helps prevent thin originals from misfeeding.

Scan Resolution: This function adjusts the resolution when scanning the original, enabling the high-quality output or speed-priority output.

Stamp: This function prints the dates, stamps, page numbers, and text on copies.

Custom Image: This function adds an image registered in the machine to an original to make a copy.

Hidden Pattern Print: Characters to prevent unauthorized copying, such as pre-set or customized text, are invisibly placed in a background pattern.

Covers/Inserts: Front covers, back covers, and inserts can be added. The front covers and inserts can be copied on.

Transparency Inserts: Inserts can be automatically inserted between sheets of transparency film. Note: When copying onto transparencies use the bypass tray and ensure the paper type is set to "transparency". Also be sure the transparencies are "for copiers".

Tab Copy: This function allows you to load a tab sheet in the bypass tray and make a copy on a tab.

Multi-Page Enlargement: This function separately copies an enlarged original image on multiple sheets.

Mirror Image: This function makes copies by inverting the original into a mirror image.

B/W Reverse: This function reverses black and white in a copy to create a negative image.

RGB: This function selects any one of the three color components R (red), G (green), and B (blue) to adjust the selected color tone.

Sharpness: This function adjusts the sharpness to make a sharper or softer image.

Color Balance: This function adjusts the color, tone, and density.

Brightness: This function adjusts the brightness of a color copy image.

Intensity: This function adjusts the intensity (saturation) of a color copy image.

Quick image quality adjustment: Use this function to adjust the color tone and darkness manually.

Separator page: This feature allows the user to insert a separation page every few pages (as selected). It only inserts a separator page for a constant page count selection.

Sort/Group: This function is helpful in sorting and organizing separate copy sheets into desired groups, dependent on user selection. Ex: it will sort 123, 123, 123, etc. or 111, 222, 333.

File: This saves a job in a folder of the Document Filing function. Saved jobs can be made confidential (password protected) in File.

Quick file: This saves a job in the Quick File folder of the Document Filing function. Save jobs cannot be made confidential in the Quick file.

Bypass Tray Printing

(The following instructions are crucial for card stock and label printing)

1. On your computer, press Ctrl + Shift + P.
2. Select "Paper Cut" as your printer.
3. Click "Printer Properties."
4. Change the input to "Bypass Tray" and select the paper type you are using.
5. When you're in front of the copier, badge in.
6. Click "Access Device."
7. Load your paper into the bypass tray face down.
8. Verify that the document size and paper type match.

Press OK, and then click "Print Release" to start printing

CLEANING GUIDE



Guide for Cleaning Office Equipment to help Businesses Control the Spread of Illness

As the unprecedented threat of the Coronavirus continues to emerge throughout the world, Sharp is taking steps to provide customers with the information they need to properly clean the surfaces of Sharp office equipment and help control the spread of illness.

Sharp has developed the recommendations below to help businesses properly clean and disinfect the surfaces of shared devices, including Sharp MFPs, printers, monitors and laptops.

To properly clean surfaces, the Centers for Disease Control (CDC) recommends cleaning, followed by disinfecting as a best practice for the prevention of Coronavirus and other viral respiratory illnesses in households and community settings.

Recommendation for cleaning the exterior touch surfaces of Sharp office equipment

The CDC advises to use a diluted alcohol solution that consists of at least 70% isopropyl alcohol and 30% water. Follow these steps below to clean the touch surfaces of Sharp devices utilizing the CDC recommendation.

1. Wear disposable gloves (latex or nitrile) when cleaning and disinfecting surfaces.
2. Turn off the device and disconnect AC power.
3. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol and 30% water (do not spray).
4. Begin with the display or MFP control panel and finish with any flexible cables.
5. When cleaning a display screen or touchscreen panel, wipe in one direction.
6. After disinfecting, copier/scanner glass should be cleaned again using an office glass cleaner.
7. When finished, discard gloves and wash hands immediately for 20 seconds with soap and water.

Precautions to take when cleaning and disinfecting Sharp office equipment:

- ✓ Never spray cleaning solutions on equipment, only use a moistened lint-free or microfiber cleaning cloth.
- ✓ Do not use paper towels or tissues to clean equipment.
- ✓ Do not use an alcohol/water mixture that is stronger than 70% isopropyl alcohol.
- ✓ Avoid contact with skin and eyes when cleaning with alcohol and make sure there is adequate ventilation.
- ✓ Only clean the exterior touch surfaces when cleaning and disinfecting equipment.
- ✓ Never use abrasives or chemicals such as bleach, ammonia, acetone, peroxide or other cleaning agents on equipment as these can damage the finish as well as damage electrical components.
- ✓ Customers may experience some visible changes to cosmetic finishes over time as a result of the cleaning techniques mentioned in this document.
- ✓ Take extra precaution when cleaning painted or glossy surfaces: test a small area before proceeding.

For additional CDC information on cleaning and disinfecting surfaces, visit

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>

Marco Welcome Kit – How To:
Supplies, Service, Portal & More

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1. Welcome to Marco’s Auto-Toner Replenishment Solution

When implemented, this solution will include:

Toner – Marco will automatically monitor toner usage on devices that report into our monitoring software, then automatically ship a new toner to your locations once your current toner reaches a low threshold. There will no longer be any need for you to order toner on reporting devices.

Service – Marco provides technical support to help resolve issues with contracted print devices. Review the information below to learn how to place a service call.

2. How Marco Alerts for Toner

We accurately calculate toner based on the remaining percentage of the cartridge, in conjunction with how much volume the cartridge holds, and the amount of prints the device produces.

We calculate this information every night to accurately meet the individual demand of each device.

As the print usage of the device increases or decreases, we will recognize this and accurately correspond when the device will require a new toner cartridge.

3. Premature Toner Replacement

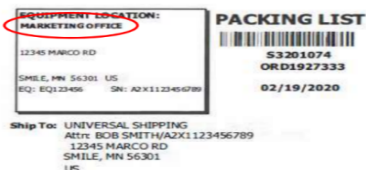
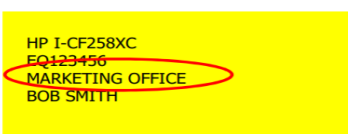
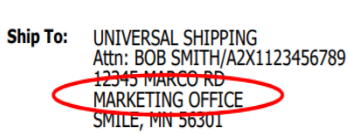
If you replace your current toner cartridge before the new cartridge arrives, a replacement toner will not be shipped. If your existing cartridge has a defect, please contact our supplies team for assistance at supplies@marconet.com.

4. Other Consumables

For other consumables, such as waste toner cartridges, maintenance kits, fusers, etc. please contact our service and supplies teams for support.

5. Toner Shipping Label Information

Depending on the facility your toner is shipping from, the location detail for the copier/printer associated with the toner you have received can be found in one of three areas:

In the upper left corner of the packing list attached to the	On a yellow label that has been applied to the toner box	As a line within the shipping label address on the toner box
 The packing list shows the location 'MARKETING OFFICE' circled in red. Other details include: 12345 MARCO RD, SMILE, MN 56301 US, EQ: EQ123456, SN: A2X1123456789, 02/19/2020, and Ship To: UNIVERSAL SHIPPING, Attn: BOB SMITH/A2X1123456789, 12345 MARCO RD, SMILE, MN 56301 US.	 The yellow label shows the location 'MARKETING OFFICE' circled in red. Other details include: HP I-CF258XC, EQ123456, and BOB SMITH. A note at the bottom states: *sample only – actual label may vary	 The shipping label shows the location '12345 MARCO RD' and 'MARKETING OFFICE' circled in red. Other details include: Ship To: UNIVERSAL SHIPPING, Attn: BOB SMITH/A2X1123456789, and SMILE, MN 56301.

*Multiple toners might be shipped together in one box, in that case- the individual labels with location remarks will be on the toners inside the larger box. The larger box will need to be opened to distribute the toners individually.

6. Auto Toner Shipping Notification Contact

A separate contact can be set up for each location to receive e-mails when auto toner shipments have been ordered. These e-mails contain tracking information for the toner. Please email supplies@marconet.com to add contacts to the location in question.

Name: _____ Phone Number: _____

Email Address: _____ Physical Address: _____

7. Technology Changes

This section is important for your IT provider's awareness.

Please update all corresponding network changes, such as new IP addresses or new print subnet ranges, within the data collection application that is installed on your network, or let your sales representative know and we will get proper resources to assist.

Please be aware of the location of the software and any changes to that computer/server.

For assistance with any questions or concerns, please contact our application support team at cpdatacollection@marconet.com.

8. Non-Reporting Device Troubleshooting

Reasons devices may not be reporting:

- Locally connected
- SNMP is disabled
- No Network Card installed on device
- No Network Jack available for device
- Device is powered off
- Device is non-compatible

For assistance with any questions or concerns, please contact our application support team at cpdatacollection@marconet.com.

NOTE: For devices that are not reporting into our software, meters and toner requests will have to be submitted.

9. Security Services

As part of your managed print services contract, the Marco print security consulting services are available at no additional cost. Our dedicated team of print security architects can assist in scoping and designing of controls to mitigate risk throughout the lifecycle of your print devices.

We recognize every organization is unique, and that security requirements are as well. It is the responsibility of each organization to define their internal IT controls in regard to print. This opt-in service is available to ensure your organization's controls meet or exceed industry best practices and manufacturer guidance. Please contact your Marco representative for more information.

10. Device Add/Remove/Location Change Form

If/when you move a device, please contact us, or complete the online form so we can update the shipping location notes.

If you would like to add a device, please contact your Technology Advisor, or complete the online form.

Online Form: <https://help.marconet.com/print-device-change-form>

11. Marco's Recycling Program

For instructions on returning toners, please refer to our website:

Access Marco's Website: <https://help.marconet.com/recycle-your-toner>

Select the appropriate program based on your device make.

For HP and Printer Toner - Fill out the pre-paid shipping label on the Marco webpage.

To request large boxes for multiple toners:

E-mail returns@marconet.com to request large boxes for toner collection.

Boxes come with pre-paid shipping and are 20" x 20" in size.

12. Copier & Printer Training Resources

Go to Marconet.com □ Bottom of the page, under "Support" □ Knowledge Base □ Copiers & Printers

Direct Link: <https://help.marconet.com/copiers-printers>

Locate Copier & Printer Training Videos section and select the applicable option.

Copier & Printer Training Videos

Need help operating your Canon machines?

Need help operating your HP machines?

Need help operating your Konica Minolta machines?

Need help operating your Lexmark machines?

Need help operating your Sharp machines?

13. Online Portal

For your added convenience, Marco has an Online Service and Supply Portal where you can submit meter readings, order and track supplies as well as see detailed information about your fleet.

Access the portal at [Marco Portal \(marconet.com\)](https://marconet.com)

If you are accessing for your first time, please select the **Sign Up** link and follow the prompts to register an account. If you have already created an account, use that to log in.

From there, supplies for non-reporting devices can be ordered, and service requests can be placed. Customers can also monitor existing calls and view service history.

Online training videos for portal instruction and usage can be found on our YouTube channel: [Marco Client Portal Training](#)

14. Contact Us – Service and Supply Requests

Please email or call our Managed Print Services Client Care Team for general device service and supply questions at:

By E-Mail:

[Supplies: supplies@marconet.com](mailto:supplies@marconet.com)

[Service: copierdispatch@marconet.com](mailto:copierdispatch@marconet.com)

By Phone:

1-800-847-3098

When emailing about a device, please include:

- **Serial Number (ID)**
- **Make and Model**
- **Location**
- **Contact Person Name and Number**
- **Description of Service or Supply Requested**

This email/phone number is monitored from 7:30 a.m. to 5 p.m., and questions will be routed to the appropriate personnel within Marco.