

SSO FREQUENTLY ASKED QUESTIONS

DO NOT BOOKMARK/FAVORITE THE SSO LOG IN PAGE

<http://ssoapprod.ricoh-usa.com:8080/opensso/UI/Login>

1. **Q.** I am new, how do I get started?

A. RFG Dealer Partner: For your first time visit please follow the First Time Login instructions on the Sign-On page. If you are unable to authenticate, you will be presented with a form for you to request support. All RFG Dealer Partners and their employees must be registered in the Ricoh Learning Institute Learning Management. To register “New” Users to the Ricoh Learning Institute for their on-line learning activities and access to the RFG-eSource and TSRC websites. The following steps will begin the Self-Registration process.

1. Click <http://www.RicohLearningInstitute.com>
2. Then click on “New Users Register Here”
3. Click on the appropriate geographical area.



Ricoh Employees: For your first time visit please follow the First Time Login instruction on the Sign-On page. Employees must exist in the HRMS system for access to these sites to be successful. There may be an approximate 24 hour waiting period.

2. **Q.** What do I use as my **Password** if I am logging in for the first time?

A. Password is **Welcome1** You will be then be prompted to change it immediately.

3. **Q.** How can I obtain my **password** if I forgot it?

- A.**
1. Click **Forgot Password.**
 2. Enter your **eMail Address.**

3. Enter your **Secret Question** answer (this field is Case Sensitive).
4. Enter new password and confirm, **click submit**.
5. Close all browsers and wait 15 seconds. Start again with a new browser window and Click on or Copy/Paste one of the URL's below:
<http://www.RFG-eSource.ricoh-usa.com>

<http://www.TSRC.ricoh-usa.com>

6. Login using the new password.
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4. **Q.** I am logged into one of the sites included in SSO, how do I navigate to another site?
 - A. Choose the site from the **Navigation drop down** menu in the upper right corner, click Go. (RFG-eSource navigation drop-down is available only on the Home Page).
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5. **Q.** How do I set my **Security Question**?
 - A. 1. Choose **Password/ Profile** from the Navigation drop down after a successful log in.
 2. Select **Set Security Question**.
 3. Enter your current **Password**.
 4. Select the appropriate question and enter your answer, click **Submit**.
 5. Close all browsers and log in again.An email will be sent to the email address on file with confirmation.
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6. **Q.** I changed employers or have an **employment status** change. What do I use as my login credentials?
 - A. All users must first have an active profile created within the Ricoh Learning Institute Learning Management System. Please utilize your current email address; however, if you are unable to Login successfully, we will evaluate your request for access and respond to you.

<http://ricohlearninginstitute@ricoh-usa.com>

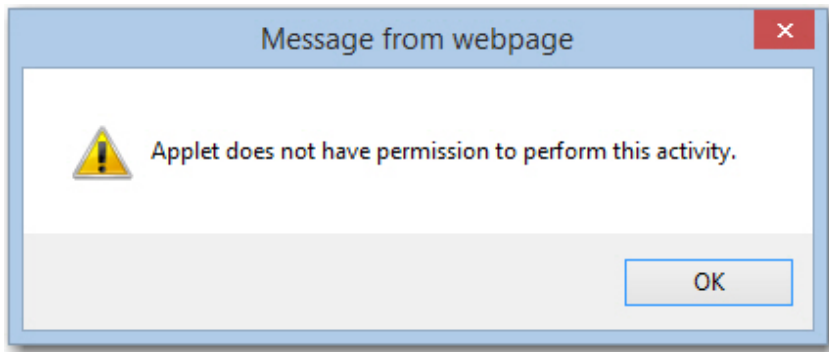
7. **Q.** What does it mean when I receive a message "**the request is currently being processed**".
 - A. System is busy please wait a few minutes or close **all your browsers** wait 15-30 seconds then open a new browser window and log in again.
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8. **Q.** Why doesn't the answer to my Security Question work?
 - A. This field is case sensitive. You must enter your Security Question exactly as you first entered it.
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9. **Q.** I am not able to access the website via my SmartPhone / Blackberry?
 - A. Please be sure that your phone has Java installed and that your browser can accept Authentication Cookies.
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10. **Q.** I am using Microsoft's Internet Explorer version 10 and have difficulties viewing files.
 - A. 1. Open a Microsoft Internet Explorer browser window.
 2. Click on the Tools menu.
 3. Click on Compatibility View Settings.
 4. Place a Check mark in the box for "Display all websites in Compatibility View".

11. **Q.** I am experiencing the following error when attempting to download files from RFG-eSource. This also occurs if I attempt to Multi-Select in RFG-eSource and download.



- A.** This issue can occur when using Internet Explorer versions 9, 10, or 11; - OR- Mozilla Firefox on a PC running Windows XP, Windows 7, Windows 8 or 8.1. This is a Java issue and not related to RFG-eSource.

To address this issue:

Click on the Windows “Start” button → Control Panel → Java → Update Now Tab → Update Now Button (or remove using Programs & Features in Control Panel) → Security Tab → Move slider from High to Medium → Reboot/Restart computer. Allow, Don’t Block, Run to any other screens.

If you require a “step-by-step” detailed explanation of this procedure, please refer to the information below:

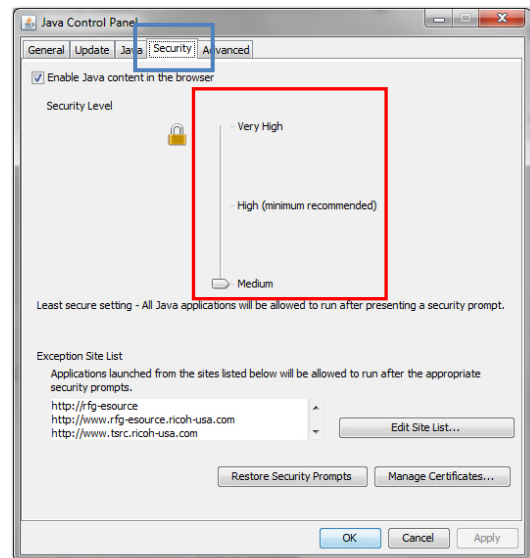
1. Open the Control Panel.
2. Click on the Java menu item.



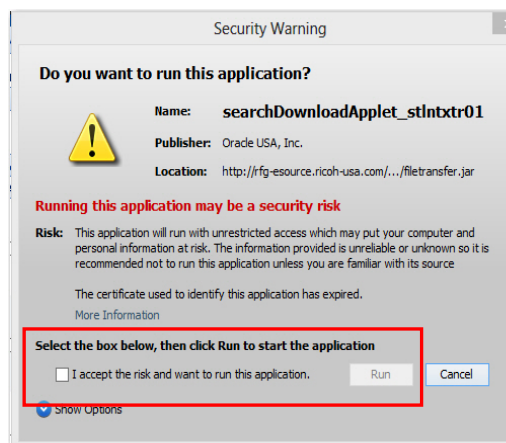
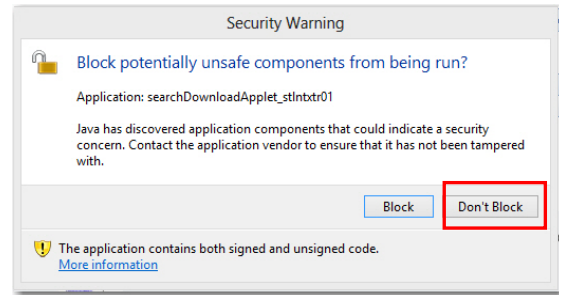
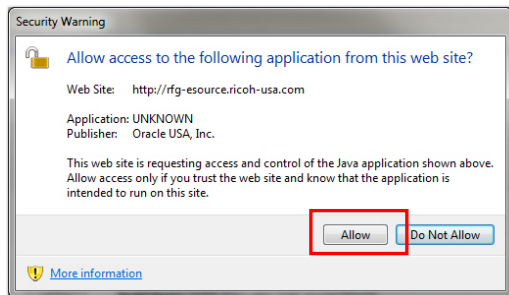
3. Click on “Update Now” button on the Update Tab.

Note: *You may also remove using Programs & Features in Control Panel.*

4. Click on the Security Tab. (Note the “blue” rectangle in the image provided.)
5. Move the Slider from High to Medium. (Note the “red” rectangle.)
6. Next, reboot or restart you computer.



7. Open your browser and begin your desired download. Please note that, depending upon your Browser and the operating system, you may receive any one of the following security messages prior to the start of your download.

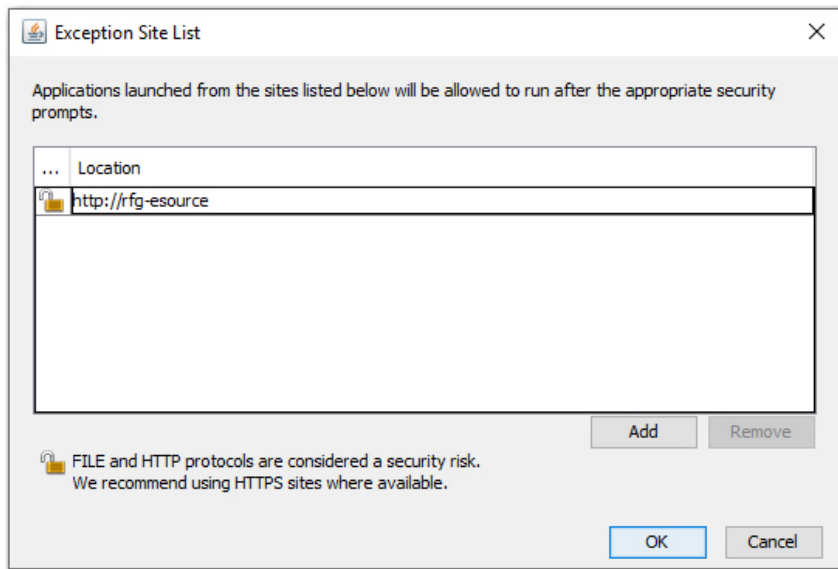
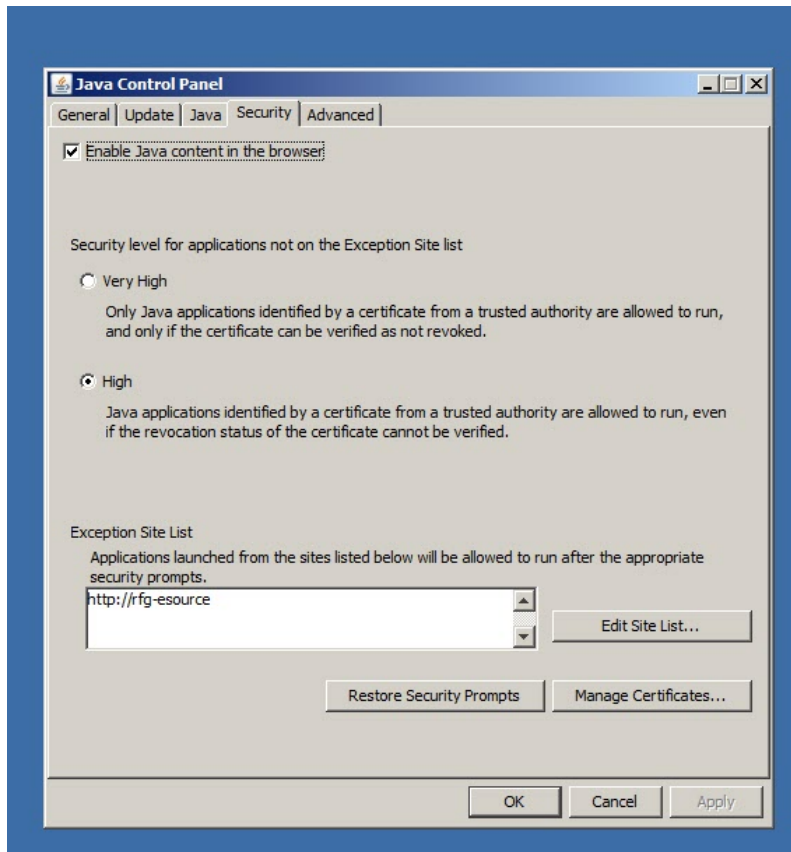


8. You MUST select “Don’t Block” or “Allow” and place a check mark in the “I accept...” and then “Run”.

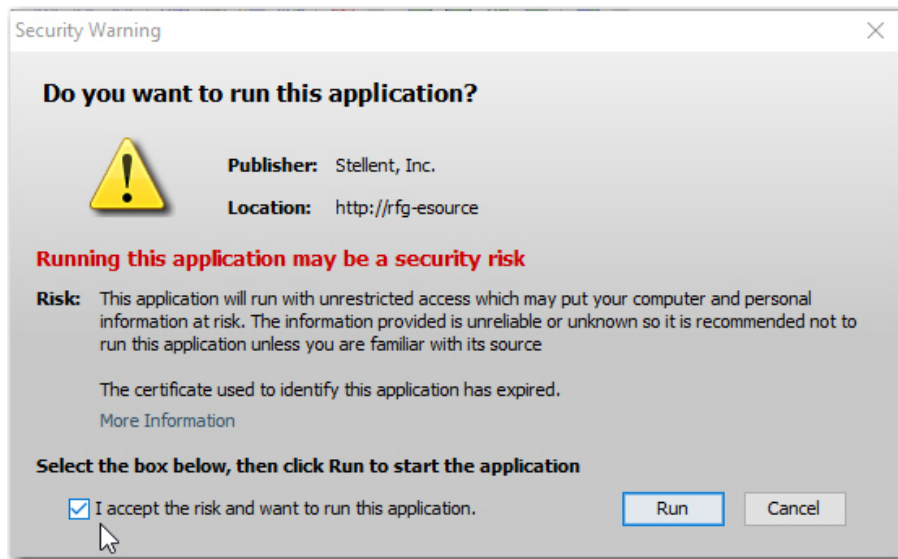
You should now be able to view, print or save content.

12. **Q.** RFG-eSource feature “Download Selected” when used provides an Applet error. The following was composed when using Windows 10 and Java version 8-102.

A. Please try adding RFG-eSource (<http://rfg-esource>, <http://www.rfg-esource.ricoh-usa.com>, <http://www.tsrc.ricoh-usa.com>) to the Java Control Panel “exception list” from Control Panel. Here are some screen shots to help.



You may get this screen as a nuisance in the beginning of each browser session. Just place a check mark in the box (I accept the risk...) and then left mouse click on "Run".



If you have a new computer with Windows 10 please Do Not use Goggle Chrome or Microsoft Edge (as they do not support Java) browsers when using RFG-eSource systems, please use Microsoft IE or Mozzilla Firefox.

13. **Q.** I am not able to access the website using Windows Edge or Google Chrome browsers?
A. The preferred browsers are Microsoft IE and Mozzilla Firefox.

eMail Address: RFGSingleSignInWebSupport@ricoh-usa.com