



ILLINOIS INSTITUTE OF TECHNOLOGY

E-info User Information for Illinois Tech

Welcome Illinois Tech users!

You are now enrolled in the **Imagetec E-Info** system to monitor, track, and place Service calls for your print and copy device serviced by Imagetec under the university-wide preferred equipment leasing and maintenance service agreement.

To log in, go to www.imagetec.com and click on Log In, then “Existing Customers” Login. Use your @iit.edu email address as your user name and: **copier** (lower case) as your password. **Please change your password after you have logged in for the first time.**

If **copier** does not work as a password to your account, please click on the “Forgot Password” link to reset your password and log in.

If you have any questions, please do not hesitate to direct them to Lisa Penticoff (lpenticoff@imagetec.com, 815.759.3618) or Madeline Olszak (molszak@iit.edu, 312.567.7992).

For step-by-step instructions on how to Change your **Imagetec Website Password**, **How to Order Supplies**, and **How to Place a Service Call**, please see below or visit the IIT Procurement Services website.

Illinois Tech Procurement Services and Imagetec Customer Service Teams

To Change Your Imagetec Website Password:

Step 1: Go to **imagetec.com** and click Login

McHenry | Chicago | Rosemont | Lincolnshire | Naperville | Tinley Park | 800.870.0225 | sales@imagetec.com

Optimize Your Office Workflow

HOME ABOUT HP SHOP ONLINE PRODUCTS SERVICES CONTACT **LOGIN**

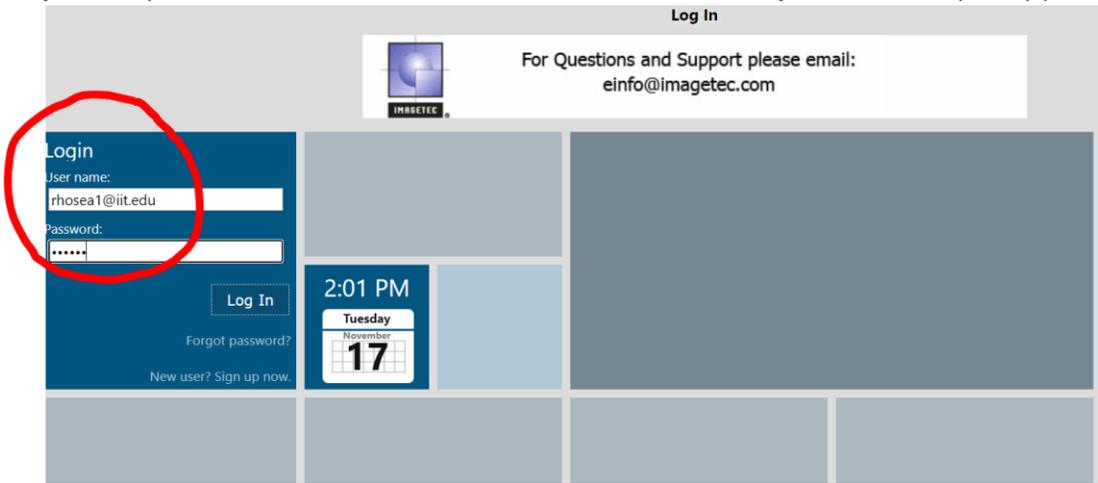
Login

Existing Customers

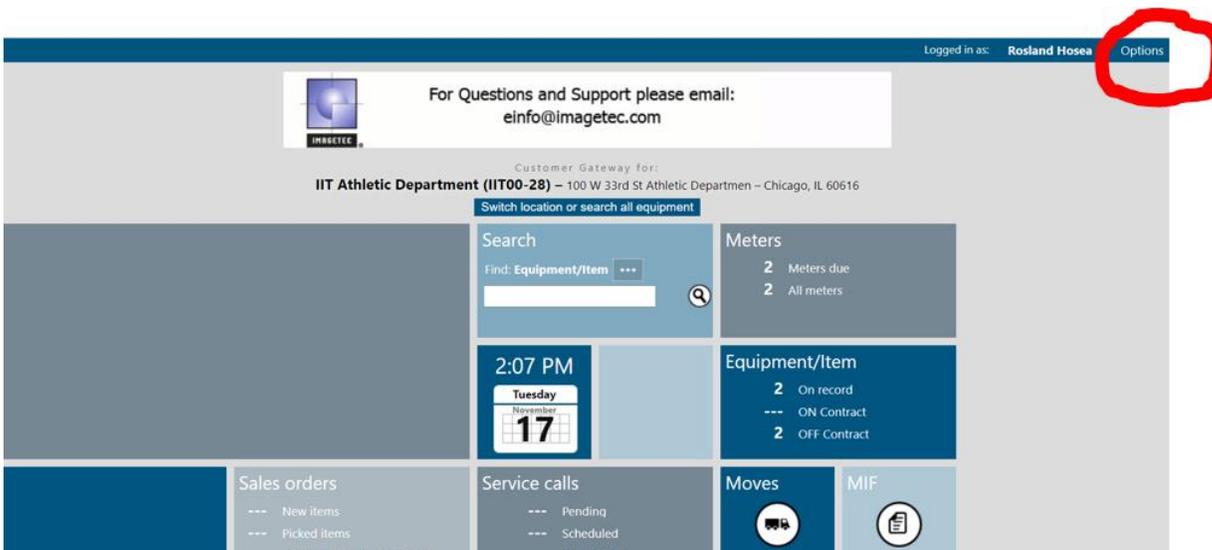
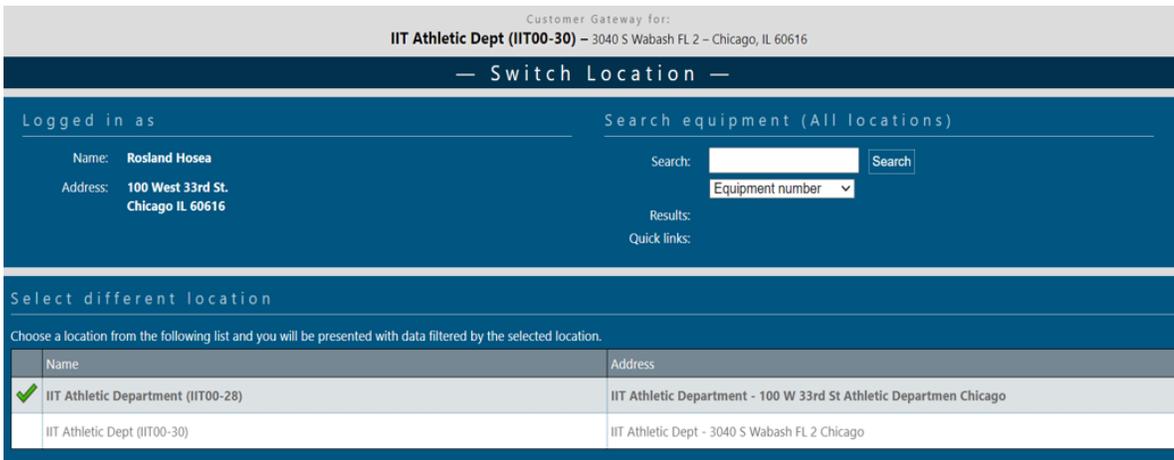
If you are currently registered with e-info, please log in to your account below.

LOGIN

Step 2: Use your @iit.edu email address as the Username and **copier** as the temporary password



Step 3: If you have machines located in multiple locations associated with your user account, please click on one of them to get to the homepage where you can change your password.



Step 4: To change our password, click on **Options** by your name in the upper right-hand corner of the homepage, then click **Change password** on the window that pops up. A new screen will appear and you can type in your **New password**

in the space provided. Please make sure to click **Save** after entering your new password. Your password has now been changed.

The screenshot shows the 'User Profile' page. At the top left, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box. A 'User Options' dialog box is open, showing 'Log off', 'Change password' (highlighted with a red circle), and 'My account' options. The 'Change password' option is selected. Below the dialog, the 'User Profile' section is visible, with 'Contact information' and 'Address' fields. The 'Password' section at the bottom has a 'Change password' checkbox checked, and 'New password' and 'Confirm password' fields, both highlighted with a red box.

****Note:** If **copier** does not work to log in to your account, please click on the “**Forgot password?**” link to reset your password and log in.

The screenshot shows the 'Login' page. It has fields for 'User name' and 'Password', a 'Log In' button, and a 'Forgot password?' link (highlighted with a red circle). Below the login fields, there is a 'New user? Sign up now.' link. A clock and calendar widget are also visible, showing the time as 10:28 AM on Thursday, March 18.

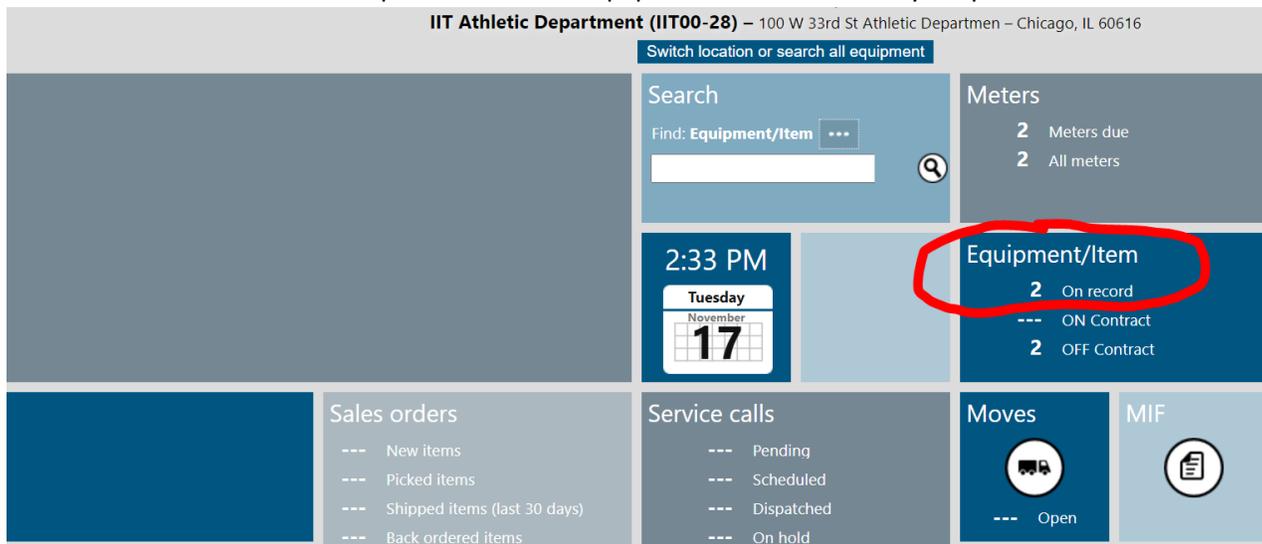
You will need to type in your **@iit.edu** email address and should then receive an email with additional instructions for resetting your password. Please make sure to check your spam folder since the email may end up there. If you do not receive this email message, please contact Lisa Penticoff (lpenticoff@imagetec.com, 815.759.3618) for assistance.

The screenshot shows the 'Forgot password' dialog box. It has a title bar with a close button. The text inside says 'If you have an email address on record enter it here to find your account'. Below this is an 'Email:' field with an asterisk. At the bottom, there are 'OK' and 'Cancel' buttons.

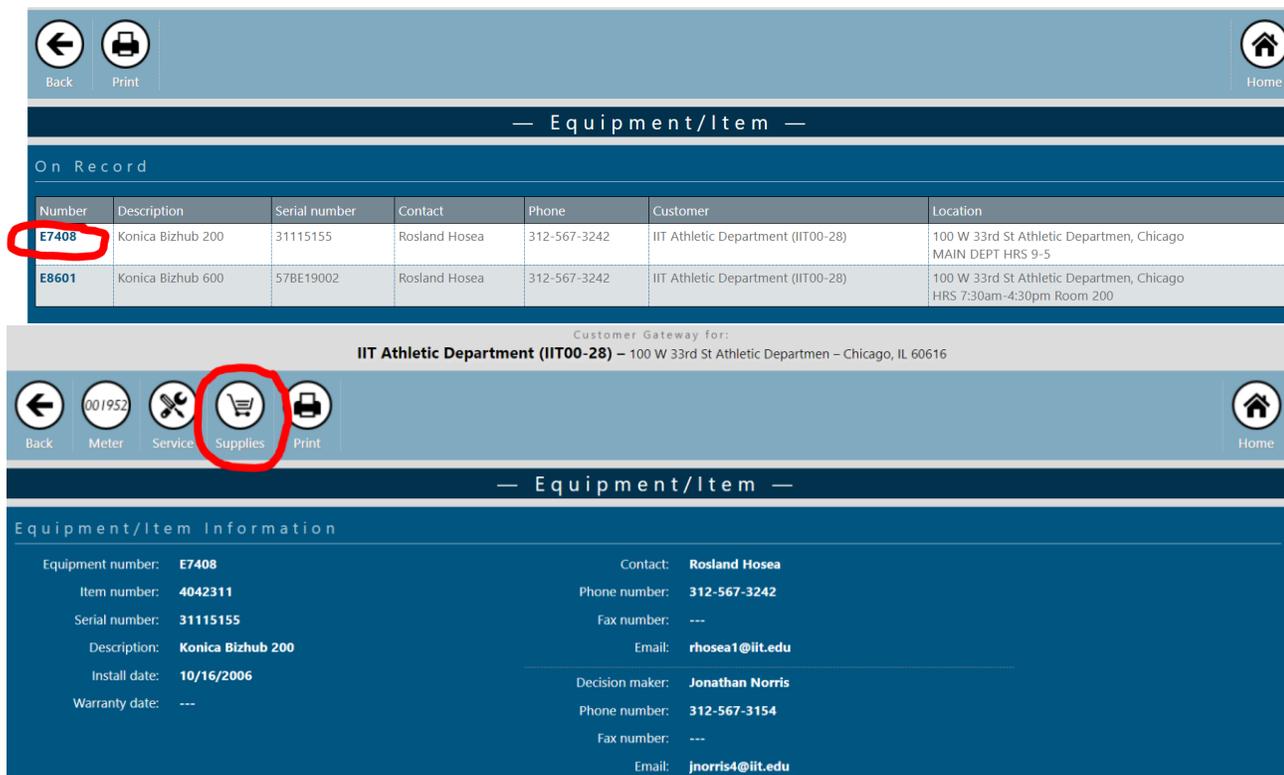
How to Order Supplies

Please note that Imagetec’s meter reading software has already been installed on your machine, so your toner level(s) will be monitored by Imagetec remotely and a new toner cartridge will be automatically shipped to you when your toner level(s) reaches 30%.

Step 1: To order supplies, go to the **Equipment/Item** box on the homepage and click on the number of equipment items on record. A new window will open with a list of equipment that is linked to your profile.



Step 2: Click on the E-tag number of the machine you need to order the supplies for, and a new window will open with more information regarding your machine, and options to order **Supplies** or place service requests.



Step 3: Click on the Supplies shopping cart icon and a window will pop up with all the supplies associated with your machine and because the machine is under contract, all prices should appear as \$0. Enter the quantity you need in **QTY** field and then click OK. You will then be able to see the supply order you just added on the New Sales Order page and once you click the Save icon in the upper left hand corner of the page, your order will be placed. A box will appear with your order # on it.

Please do not order excess supplies and toner as Imagetec provides automatic toner replenishment services.

The screenshot shows a 'New Sales Order' form. At the top left, there are 'Cancel' and 'Save' buttons, with 'Save' circled in red. The form includes fields for 'Bill to' and 'Ship to' addresses, 'Order information' (including 'Ordered by: Rosland Hosea' and 'rhosea1@iit.edu'), and 'Order total' (Sub total: \$0.00). A modal window titled 'Enter Item Quantity' is open, showing a table with columns: Number, Description, Qty, Unit, Unit Price. The row contains: 8938413, Black Toner Bizhub 200/250 Yield 17.5k, 1, Each, \$0.00. The 'Qty' field is circled in red. At the bottom of the modal, 'OK' and 'Cancel' buttons are visible, with 'OK' circled in red. Below the modal, the 'Items included in order' table is shown:

Item Number	Description	Equipment Number	Qty	Price	Extended Price	
8938413	Black Toner Bizhub 200/250 Yield 17.5k	E7408	1	\$0.00	\$0.00	✖

Sub total: \$0.00

How to Place a Service Call

Step 1: To request maintenance or repair service, go to the **Equipment/Item** box on the homepage and click on the number of equipment/Item on record and a new window will open with a list of the equipment that is linked to your profile.

The screenshot shows the IIT Athletic Department dashboard. At the top, it says 'IIT Athletic Department (IIT00-28) - 100 W 33rd St Athletic Departmen - Chicago, IL 60616'. Below this is a 'Switch location or search all equipment' button. The dashboard is divided into several sections: 'Search' (with a search bar and a magnifying glass icon), 'Meters' (with '2 Meters due' and '2 All meters'), 'Equipment/Item' (with '2 On record', '--- ON Contract', and '2 OFF Contract', circled in red), 'Sales orders' (with '--- New items', '--- Picked items', '--- Shipped items (last 30 days)', and '--- Back ordered items'), 'Service calls' (with '--- Pending', '--- Scheduled', '--- Dispatched', and '--- On hold'), 'Moves' (with '--- Open' and a truck icon), and 'MIF' (with a document icon). A clock shows '2:33 PM Tuesday November 17'.

Step 2: Click on the E-tag number of the machine you need to order the supplies for, and a new window will open with more information regarding your machine, and options to order supplies or request **Service**.

Back Print Home

— Equipment/Item —

On Record

Number	Description	Serial number	Contact	Phone	Customer	Location
E7408	Konica Bizhub 200	31115155	Rosland Hosea	312-567-3242	IIT Athletic Department (IIT00-28)	100 W 33rd St Athletic Departmen, Chicago MAIN DEPT HRS 9-5
E8601	Konica Bizhub 600	57BE19002	Rosland Hosea	312-567-3242	IIT Athletic Department (IIT00-28)	100 W 33rd St Athletic Departmen, Chicago HRS 7:30am-4:30pm Room 200

Customer Gateway for:
IIT Athletic Department (IIT00-28) – 100 W 33rd St Athletic Departmen – Chicago, IL 60616

Back Meter **Service** Supplies Print Home

— Equipment/Item —

Equipment/Item Information

Equipment number:	E7408	Contact:	Rosland Hosea
Item number:	4042311	Phone number:	312-567-3242
Serial number:	31115155	Fax number:	---
Description:	Konica Bizhub 200	Email:	rhosea1@iit.edu
Install date:	10/16/2006	Decision maker:	Jonathan Norris
Warranty date:	---	Phone number:	312-567-3154
		Fax number:	---
		Email:	jnorris4@iit.edu

Step 3: In the New Service Call page, please make sure to type in as much information as you can in the **Description box**, including the error message on the machine, any sounds/noises the machine is making, what the machine is doing/not doing, etc. **There is no need to enter a PO# as everything is tracked via the machine E-tag number.** Once you are done, click the **Save** icon in the upper left-hand corner and your service request will be placed. An Imagetec representative will contact you shortly after you place the service request.

Cancel Save

— New Service Call —

Identify the equipment/item that requires service

This IS an equipment/item existing in the system
 This is NOT an equipment/item existing in the system

Equipment/Item: **E7408**
Konica Bizhub 200
31115155
Contact: Rosland Hosea
312-567-3242

Location Information

Address: IIT Athletic Department (IIT00-28)
100 W 33rd St Athletic Departmen
Chicago, IL 60616
Remarks: MAIN DEPT HRS 9-5

Enter customer PO number (optional)

Name: Rosland Hosea
Email: rhosea1@iit.edu
Phone: 3125673242

Customer PO number: **No Need**

Enter a description of the problem you are experiencing with the equipment/item

Description: **Put as much information as you can, what is the machine doing/not doing, sounds/noises, errors that appears on the machine, etc.**

Cancel Save

You can also place supply orders and service requests by contacting **Lisa Penticoff** via lpenticoff@imagetec.com or 815.759.3618