



METER  
READINGS

SUPPLY  
ORDERS

SERVICE  
REQUESTS

REVIEW AND  
PAY INVOICES

ACCOUNT  
SUPPORT

**myCSA**  
SECURE ACCOUNT MANAGEMENT



# MANAGING YOUR ACCOUNT IS NOW STRAIGHTFORWARD AND EASY.

myCSA from Canon Solutions America is designed to put everything you need to manage your account at your fingertips. It's a convenient online portal that is available to you at no additional cost. Whether you have one printer or a whole fleet, myCSA will save you valuable time.

## ANYTIME. ANYWHERE. ANY DEVICE.

This self-service portal is available 24 hours a day, 7 days a week with capabilities that allow you to view your current fleet status, enter Meter Reads, place Service calls, order Supplies and much more from any tablet, laptop or desktop.



## BUSINESS INTELLIGENCE DASHBOARD

The myCSA Secure Account Management Dashboard provides you with an overview of usage associated to the devices registered to you.

Depending on your user role, it also allows you to quickly access overall customer account-related information such as the device fleet, invoicing, orders and service requests.

**Dashboard**

Welcome John Smith | Feedback | Preferences | Log out

Average B&W Copies	Average Color Copies	Total Assigned Devices	Average Uptime
3,264	1,218	21	99.2%

My Devices				Open Invoices				
Serial Number	Model	Install Location	Unit	Invoice Number	Invoice ID	Invoice Date	Due Date	Total Amount
12345678	24700	123 SMITH ST. NEW YORK, NY 12345 1234		12345678	87654321	31-Aug-2016	30-Sep-2016	\$477.00
12345678	24700	123 SMITH ST. NEW YORK, NY 12345 1234		12345678	87654321	31-Aug-2016	30-Sep-2016	\$477.00
12345678	ADV2255	123 SMITH ST. NEW YORK, NY 12345 1234		12345678	87654321	07-Sep-2016	31-Oct-2016	\$287.10
12345678	ADV2255	123 SMITH ST. NEW YORK, NY 12345 1234		12345678	87654321	30-Sep-2016	31-Oct-2016	\$399.90

Open Orders			Open Service Requests			
Order Number	Order Date	Item Description	Request Number	Serial Number	Creation Date Local	Creation Date ET
12345678	19-Sep-2016	8X DUPLEX CARTRIDGE 02	87654321	12345678	31-JAN-2017 04:21:48 PM EDT	2017-01-31 05:21:48
12345678	19-Sep-2016	PROWARMWARE SOFTWARE SOLUTION PACKAGE	87654321	12345678	07-FEB-2017 12:43:38 PM EDT	2017-02-07 12:43:38
12345678	19-Sep-2016	DL CONNECT ENTERPRISE SOFTWARE SOLUTION PACKAGE	87654321	12345678	31-JAN-2017 04:23:01 PM EDT	2017-01-31 05:23:01
12345678	19-Sep-2016	PROWARMWARE SOFTWARE SOLUTION PACKAGE	87654321	12345678	09-FEB-2017 09:21:19 AM EDT	2017-02-09 09:21:19

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## METER READINGS

Enter meter readings individually, or upload readings for multiple devices from a Microsoft Excel spreadsheet – even if they are on different contracts. Receive email alerts to notify you when meter reading due dates are approaching. Readily access past meter reads to monitor monthly usage.

## ORDER SUPPLIES ONLINE

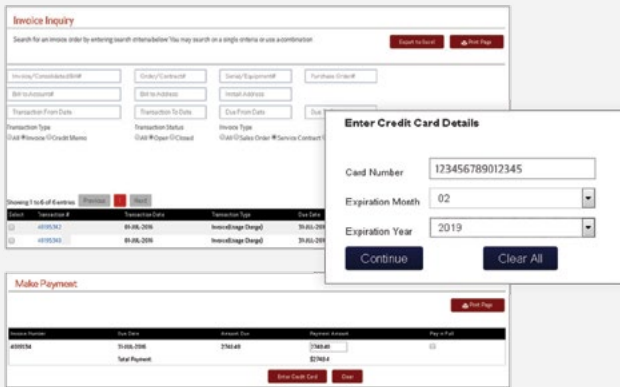
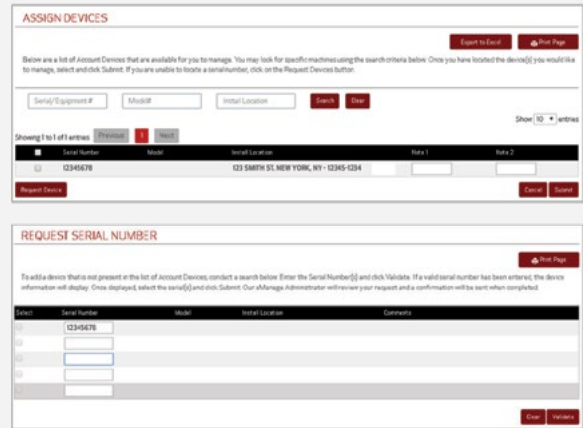
Easily order toner for devices on a toner-inclusive or Managed Print Services contract. Visibility into open and closed supply orders along with tracking information by order number or date range. Receive email confirmations when supply orders are placed.

## SERVICE & SUPPORT

Save time by requesting service for equipment online and receive an email to confirm your request. View the status of active service requests and past service requests.

# ACCOUNT MANAGEMENT

Efficiently designate who has access to myCSA, and define which features and devices each person has access to. Enter requests to make changes to your account, such as updating an install address or modifying meter readings.



# INVOICES & PAYMENTS

Conveniently view, download, and pay invoices online. Easily view or download contract invoices into Microsoft Excel, to manipulate the data as you require.



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For myCSA Support, contact us at [mycsa@csa.canon.com](mailto:mycsa@csa.canon.com) or call 1-855-355-2365 [HTTPS://MYCSA.CSA.CANON.COM](https://mycsa.csa.canon.com)