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

![Login page with details circled]

**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.

![Homepage with options and search for equipment]

**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.

**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.

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.

**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.

**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.

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