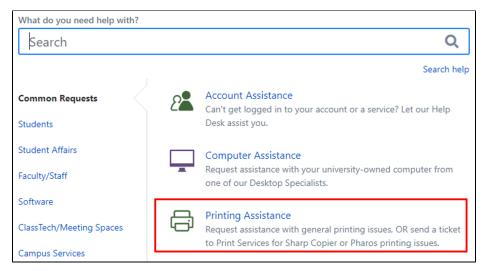
How to Order Supplies or Request Service for a Sharp Copier

This guide will help walk you through the process of requesting service or supplies for a Sharp copier that is having issues.

Toner and staple supplies are covered under the contract. The paper for the copier is provided by the department.

Step-by-step guide

1. In a web browser, go to <u>support.appstate.edu</u> and click **Create a Support Request** and then click **Printing Assistance** (or go directly to <u>tech.</u> <u>appstate.edu</u> and click on **Printing Assistance**).



2. On this page, click the drop-down menu under **Type of Print Assistance Needed** and select the printing assistance you require or type keywords in the search bar to search for a specific request.

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f you need toner or paper for your printer, please select the Sharp Co ssues option	pier
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None	۰
None None My Sharp Copier needs repair/toner/paper	ب

Type of Print Assistance Needed	
None	~
toner	Q
My Sharp Copier needs repair/toner/paper	
My Pharos Printer needs repair/ toner /paper	

3. Fill out the requested information on this page providing the most detail that you can.

Enter a brief **Summary** outlining the main issue you are requesting help for.

In the Description box, put what you need in terms of service or supplies. If toner is needed, please note which color toner.

The **Sharp ID** is very important and can be located on the front of the Sharp copier on the silver Sharp ID tag or on the orange card on the copier. If the copier has a **Sharp Error Code**, please note what the code is.

The last section of the form asks for **Preferred Contact Number** such as a point of contact and the location of the copier including the building and room number.

Once the form has been completed, click on Create and a service ticket will be generated for the Copier and Printer Support team on campus.

Type of Print Assistance Needed	
My Sharp Copier needs repair/toner/paper	~
Summary	
Provide a brief summary of your problem. This will help us support you more quickly.	
Description	
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Give a detailed description of the issue you are experiencing with your printer. Please be as descri as possible. Sharp MFD Information	ptive
Sharp ID Sharp Error Code	
Preferred Contact Number	
How can we reach out to you?	
Building	
None 🗸 None	*
Please list the building and room number of the printer being connected.	
Room Number	
Create Cancel	

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