

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 support.appstate.edu and click **Create a Support Request** and then click **Printing Assistance** (or go directly to tech.appstate.edu and click on **Printing Assistance**).

The screenshot shows a web portal titled "What do you need help with?". At the top is a search bar with the placeholder text "Search" and a magnifying glass icon. To the right of the search bar is a link that says "Search help". On the left side, there is a vertical menu under the heading "Common Requests" with the following items: "Students", "Student Affairs", "Faculty/Staff", "Software", "ClassTech/Meeting Spaces", and "Campus Services". The main content area on the right lists three assistance categories, each with an icon and a description:

- Account Assistance** (icon of two people): "Can't get logged in to your account or a service? Let our Help Desk assist you."
- Computer Assistance** (icon of a monitor): "Request assistance with your university-owned computer from one of our Desktop Specialists."
- Printing Assistance** (icon of a printer): "Request assistance with general printing issues, OR send a ticket to Print Services for Sharp Copier or Pharos printing issues."

The "Printing Assistance" option is highlighted with a red rectangular border.

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.



[Help Center](#) / [Appalachian Technology Se...](#)

Printing Assistance

If you need toner or paper for your printer, please select the **Sharp Copier Issues** option

Raise this request on behalf of



Elle Smith



Type of Print Assistance Needed

None



None

My Sharp Copier needs repair/toner/paper

My Pharos Printer needs repair/toner/paper

My desktop printer needs repair

I cannot print from my computer

Powered by Jira Service Management

Type of Print Assistance Needed

None



toner



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 descriptive as possible.

Sharp MFD Information

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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- [How to Print on Specialized Paper with a Sharp Copier?](#)
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