



RICOH Content Manager Interface Replaces DocumentMall Interface

Dear Valued Customer,

This communication serves as notification of DocumentMall's new and improved user interface (UI) known as RICOH Content Manager. Using the RICOH Content Manager interface, you can access all of your data that is stored in DocumentMall. You also can continue uploading new files and working with your existing files in the DocumentMall interface while simultaneously learning to work within the new UI.

This is a change for users only. No IT systems are affected, and no DocumentMall administrator actions are required. All existing user credentials and/or connections to current software or hardware products are not affected. Furthermore, all existing, valid DocumentMall contracts and payment schedules remain in effect until the end of their terms. Renewal contracts will be branded with RICOH Content Manager.

The last day to use the DocumentMall interface is June 27, 2019. All log-in attempts after June 27, 2019 will be redirected automatically to the RICOH Content Manager interface.

We encourage you to begin using the RICOH Content Manager UI as soon as possible by logging in at <https://rcm.ricoh-contentmanager.com> and using your current DocumentMall credentials. To make this transition as smooth as possible, we've attached a document that provides access to a series of short instructional videos and interactive tutorials for each user and administrative function. Also included are links to user and administrative manuals and other helpful support information.

If you have any questions, please send an email that includes your phone number to both of these addresses: customerservice@documentmall.com and Oscar.loya@ricoh-usa.com.

Access resources that will help you learn how to use the RICOH
Content Manager UI.

[Instructional Videos and Interactive Tutorials](#)



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