



SHARP®



V6.1 USER GUIDE

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Overview

My Sharp™ is a unique sales tool that allows you to create customized websites for prospective and current customers. Add MFP tutorials and resources for customer support and dealer and customer logos for personalization.

When you log into My Sharp, go to*:

- **My Dealership:** Enter and edit your dealership information
- **My Clients:** Create, edit, delete, and search clients

With 24/7 intuitive web support, clients can find the information they need, helping to improve training, reduce downtime, and enhance productivity.



My Sharp provides MFP support for:

- Administration
- Copying
- Document Filing
- Embedded Web Page
- Faxing
- Printing
- Scanning
- Security

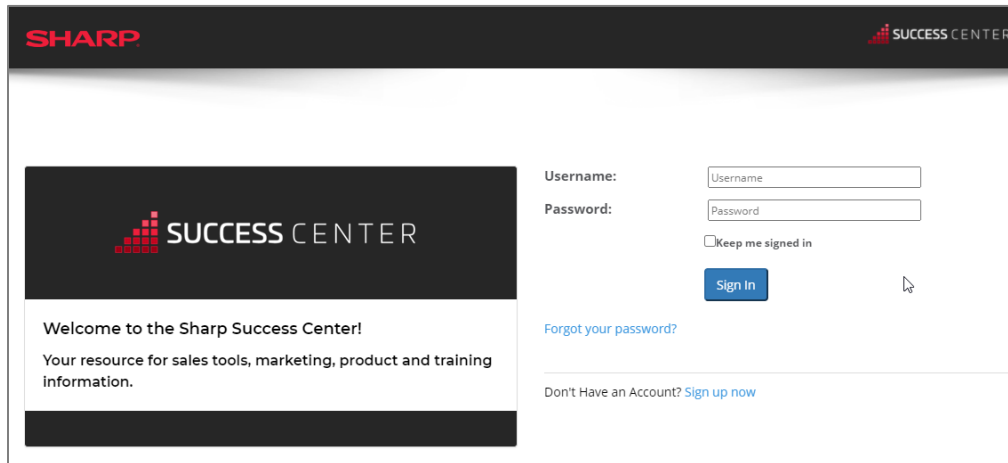
Designed with you and your customers in mind, My Sharp features simple setup and intuitive navigation to create custom sites and a smooth user experience.

*Options depend on the dealership role designated in your account profile.

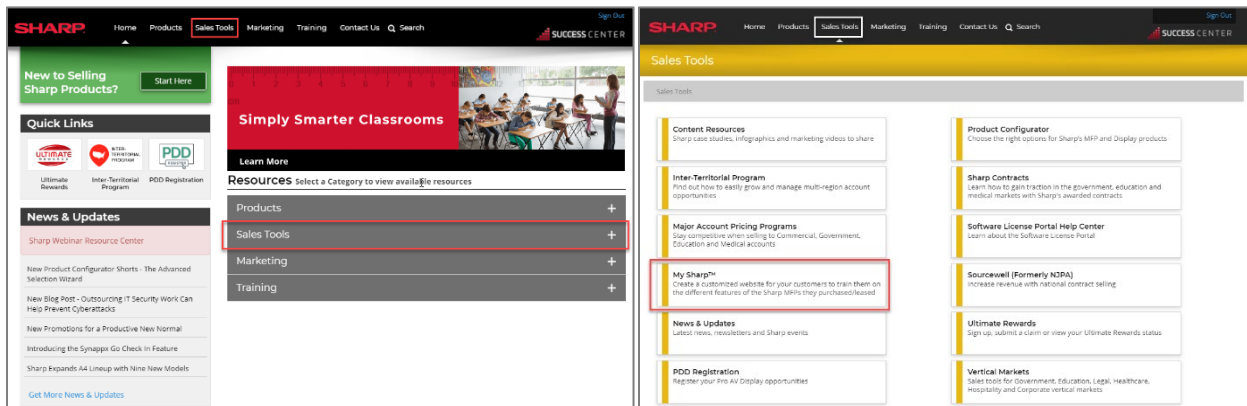
Getting Started

Sign In

1. Sign in to the [Success Center](#).



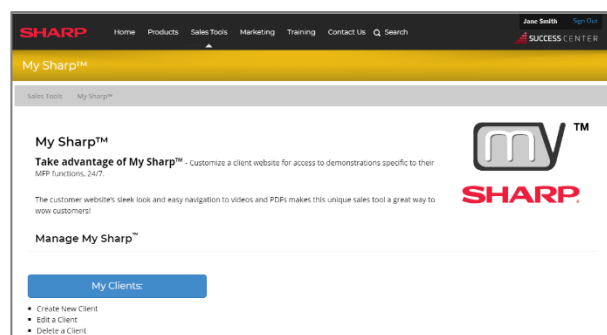
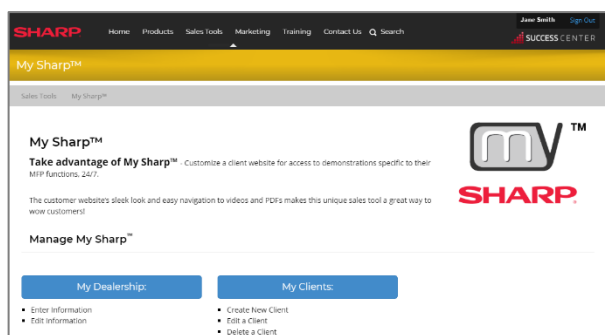
2. Go to **Sales Tools** and select **My Sharp™**.



3. Select a My Sharp option.

- **My Dealership:** Enter or edit your dealership information.
- **My Clients:** Create, edit, delete, or search client My Sharp websites.

Note: Home page options depend on the dealership role designated in your account profile. You can view your profile by selecting your name in the header.



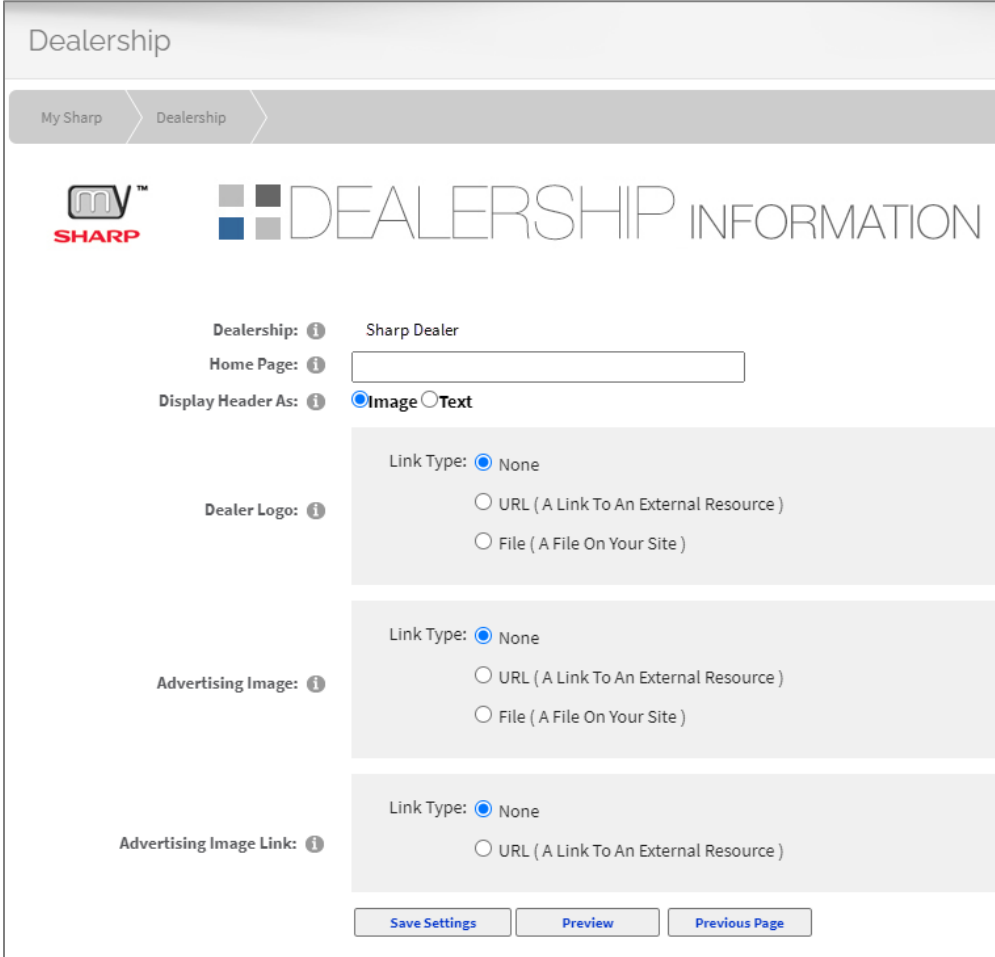
How It Works

Note: Select the information  icon for field descriptions.

My Dealership

Note: Only account profiles with manager, owner and administrator dealership roles can enter or edit your dealership information. You can view your profile by selecting your name in the header.

Enter or edit your My Sharp dealership information.



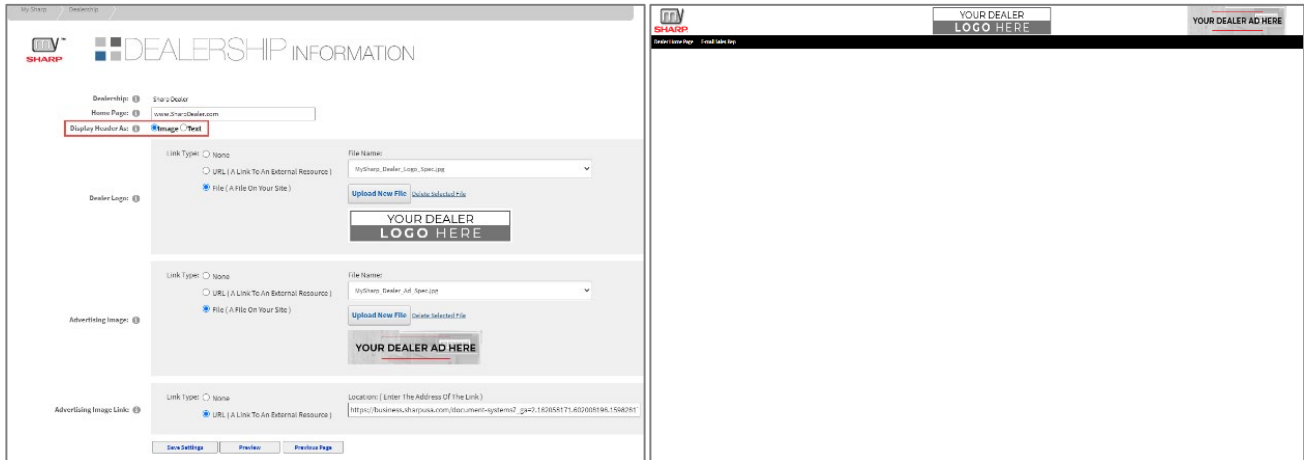
The screenshot shows the 'Dealership' settings page in the My Sharp interface. At the top, there is a breadcrumb trail: 'My Sharp' > 'Dealership'. Below this is a header area with the SHARP logo on the left and the text 'DEALERSHIP INFORMATION' on the right. The main content area contains several settings fields, each with an information icon (i) to its left:

- Dealership:** A text field containing 'Sharp Dealer'.
- Home Page:** An empty text input field.
- Display Header As:** Radio buttons for 'Image' (selected) and 'Text'.
- Dealer Logo:** A section with a 'Link Type' dropdown set to 'None' and two radio buttons: 'URL (A Link To An External Resource)' and 'File (A File On Your Site)'.
- Advertising Image:** A section with a 'Link Type' dropdown set to 'None' and two radio buttons: 'URL (A Link To An External Resource)' and 'File (A File On Your Site)'.
- Advertising Image Link:** A section with a 'Link Type' dropdown set to 'None' and one radio button: 'URL (A Link To An External Resource)'.

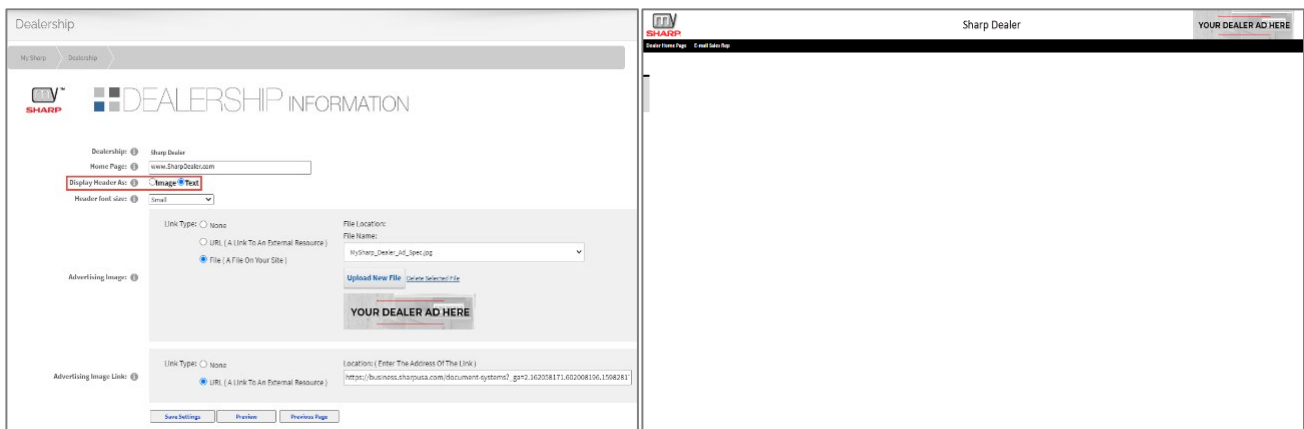
At the bottom of the form are three buttons: 'Save Settings', 'Preview', and 'Previous Page'.

- **Dealership:** Your dealership name is automatically populated. This is the dealer name registered with Sharp and cannot be edited. Contact success@sharpsec.com with questions.
- **Home Page:** Enter your dealership's website URL for your customer's My Sharp website.
- **Display Header As:** You can add your dealership's logo as an image or text on all customer My Sharp websites. Select **Image** or **Text**.

Display Header As Image:



Display Header As Text:



- **Dealer Logo** (Manager, Owner and Administrator only):

Note: The dealer logo file must be a GIF, JPEG or PNG that is 63 pixels H x 300 pixels W.

The **Dealer Logo** has three options. Choose your preference.

- **None** (Default)
- **URL (A link to an external resource):** Enter the URL of the dealer logo (e.g. https://www.dealerwebsite.com/MySharp_Dealer_Logo.jpg).
 - **URL** requires the dealer to host images on their website.
 - Cloud file storage and sharing services are not supported (e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®).
- **File:** Choose a file from the **File Name:** drop-down menu or select **Upload New File**.

- **Advertising Image** (Manager, Owner and Administrator only):

Note: The advertising image file must be a GIF, JPEG or PNG that is 63 pixels H x 244 pixels W.

You can add a dealer advertising image on customer My Sharp websites to promote your company, products, service, training, special offers, and more. This image can be customized on individual My Sharp customer websites.

The **Advertising Image** has three options. Choose your preference.

- **None** (Default)
- **URL (A link to an external resource):** Enter the URL of the dealer logo (e.g. https://www.dealerwebsite.com/MySharp_Dealer_Ad.jpg)
 - **URL** requires the dealer to host images on their website.
 - Cloud file storage and sharing services are not supported (e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®).
- **File:** Choose a file from the **File Name:** drop-down menu or select **Upload New File**.

- **Advertising Image Link:** Add a clickable URL link for the advertising image.

The **Advertising Image Link** has two options. Choose your preference.

- **None** (Default)
- **URL:** Enter the URL for the advertising image link. This link can be customized on individual My Sharp customer websites.

My Sharp Dealership

SHARP DEALERSHIP INFORMATION

Dealership:

Home Page:

Display Header As: Image Text

Dealer Logo:
 Link Type: None URL (A Link To An External Resource) File (A File On Your Site)
 File Name:
[Upload New File](#) [Delete Selected File](#)
 YOUR DEALER LOGO HERE

Advertising Image:
 Link Type: None URL (A Link To An External Resource) File (A File On Your Site)
 File Name:
[Upload New File](#) [Delete Selected File](#)
 YOUR DEALER AD HERE

Advertising Image Link:
 Link Type: None URL (A Link To An External Resource)
 Location: (Enter The Address Of The Link)
[Save Settings](#) [Preview](#) [Previous Page](#)

Save Settings: Select this button to save the settings.




Preview: Select this button to preview the dealership information that will appear on the customer My Sharp website. (See **Display Header As Image** and **Display Header As Text** examples on page 7.)

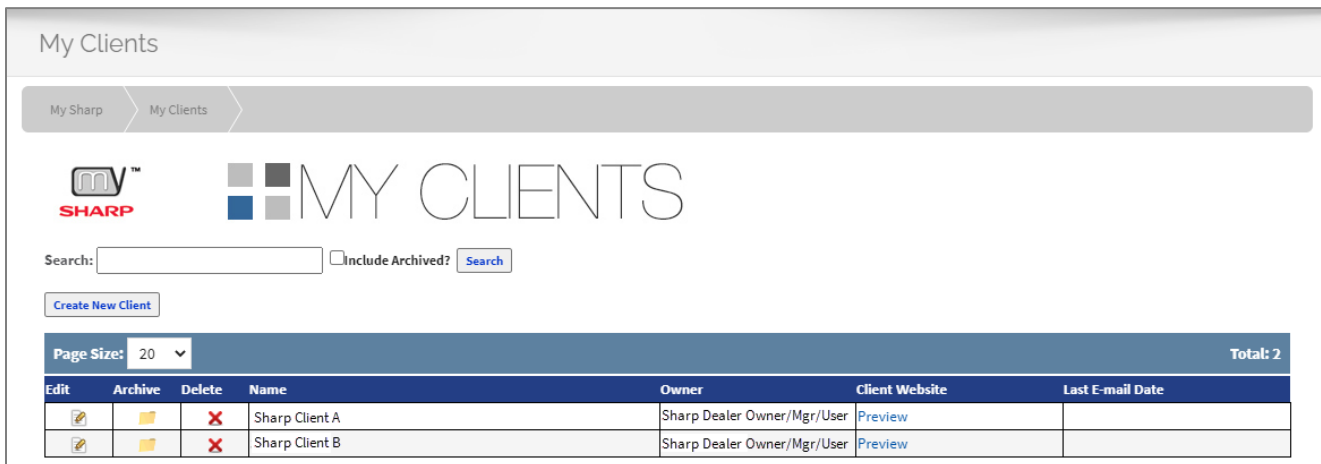
Note: Before going to the previous page, select **Save Settings** or changes will be lost.

Previous Page: Select this button to return to the previous page.







My Clients

The **My Clients** homepage has the following options:

- **Search:** Enter criteria to search your My Clients database.
- **Create New Client:** Create a new client website.
- **Paging controls:** Set number of pages, navigation controls, page size, and list totals.
- **My Clients list:**
 - **Edit:** Select the edit icon  to edit a client website.
 - **Archive:** Select the archive icon  to archive a client website. Archived websites are inactive but are not deleted. To view archived websites in search results, check the **Include Archived?** box. To restore an archived website, select [Un-archive](#).
 - **Delete:** Select the delete icon  to delete a client website.
 - **Name:** Client name
 - **Owner:** Dealer owner of the client website
 - **Client Website Preview:** Preview the My Sharp Client website
 - **Last Email Date:** View the last email date.


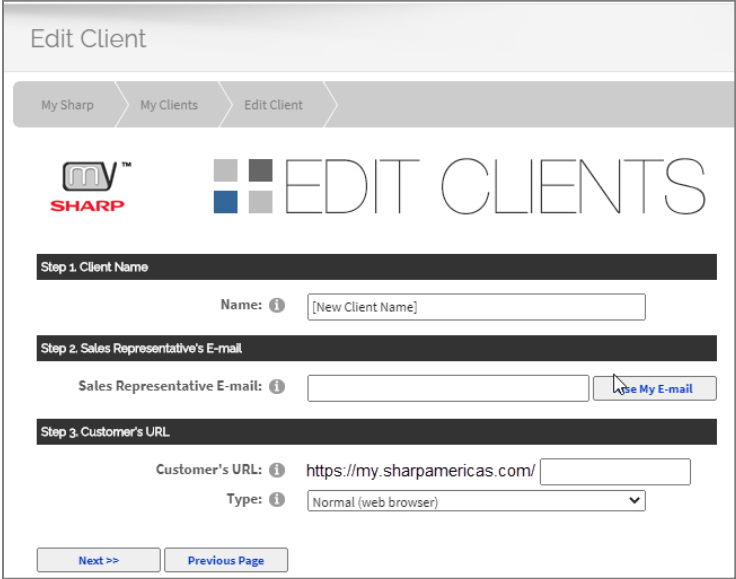
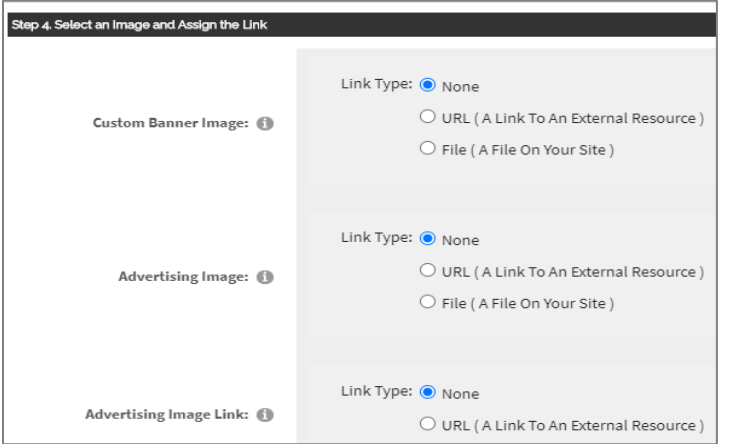


The screenshot shows the 'My Clients' homepage. At the top, there is a breadcrumb trail: 'My Sharp > My Clients'. Below this, the 'SHARP' logo and 'MY CLIENTS' title are displayed. A search bar is present with an 'Include Archived?' checkbox and a 'Search' button. A 'Create New Client' button is also visible. Below the search area, there is a 'Page Size' dropdown menu set to '20' and a 'Total: 2' indicator. The main content area is a table with the following columns: Edit, Archive, Delete, Name, Owner, Client Website, and Last E-mail Date. The table contains two rows of client data.

Edit	Archive	Delete	Name	Owner	Client Website	Last E-mail Date
			Sharp Client A	Sharp Dealer Owner/Mgr/User	Preview	
			Sharp Client B	Sharp Dealer Owner/Mgr/User	Preview	

Create New Client:

Complete the following steps to create a new My Sharp client website.

	<ul style="list-style-type: none">• Select Create New Client.
	<p>Step 1. Client Name: Enter the client name.</p> <p>Step 2. Sales Representative's Email: Enter the client's sales representative e-mail address or select Use My Email.</p> <p>Step 3. Customer's URL: Enter the customer's URL pathname in lowercase letters without spaces.</p> <p>Type: Leave the default field as Normal (web browser).</p>
	<p>Step 4. Select an Image and Assign the Link (Manager, Owner and Administrator only):</p> <p>Notes:</p> <ul style="list-style-type: none">• The Custom Banner Image file must be a GIF, JPEG or PNG that is 63 pixels H x 300 pixels W.• The Advertising Image file must be an a GIF, JPEG or PNG that is 63 pixels H x 244 pixels W.

- **Custom Banner Image** (Manager, Owner and Administrator only):

The **Custom Banner Image** has three options. Choose your preference.

- **None** (Default)
- **URL (A link to an external resource):** Enter the URL of the dealer logo (e.g. https://www.dealerwebsite.com/MySharp_Client_Logo.jpg).
 - Link Type **URL** requires the dealer to host images on their website.
 - Cloud file storage and sharing services are not supported (e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®, etc).
- **File:** Choose a file from the **File Name:** drop-down menu or select **Upload New File**.

- **Advertising Image** (Manager, Owner and Administrator only):

You can add a client advertising image on customer My Sharp websites to promote their company, products, service, training, and more.

The **Advertising Image** has three (3) link type options. Choose your preference.

- **None** (Default)
- **URL (A link to an external resource):** Enter the URL of the dealer logo, e.g. https://www.dealerwebsite.com/MySharp_Client_Ad.jpg.
 - Link Type **URL** requires the dealer to host images on their website.
 - Cloud file storage and sharing services are not supported e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®, etc.
- **File:** Choose a file from the **File Name:** drop-down menu or select **Upload New File**.

- **Advertising Image Link:** Add a URL link for the Advertising Image.

The **Advertising Image Link** has two options. Choose your preference.

- **None** (Default)
- **URL:** Enter the URL for the advertising image link.

Advertising Image: ⓘ

Link Type: None
 URL (A Link To An External Resource)
 File (A File On Your Site)

File Name: MySharp_Client_Ad_Spec.jpg

[Upload New File](#) [Delete Selected File](#)

Advertising Image Link: ⓘ

Link Type: None
 URL (A Link To An External Resource)

Location: (Enter The Address Of The Link)
 //https://business.sharpusa.com/Document-Systems

Step 5. Add Additional Banner Links

Disable built-in links

Links: ⓘ

(none)

[Create New Banner Link](#)

Edit Client Banner URL

My Sharp > My Clients > Edit Client > Edit Client Banner URL

Step 1. Enter Your Link Text

Text: ⓘ

Step 2. Enter Your Link URL

URL: ⓘ

[Save Changes](#) [Previous Page](#)

Step 5. Add Additional Banner Links:

Note: The number of banners is limited to available header space.

- Select **Disable built-in links** to prohibit all additional banner links listed.
- Select **Create New Banner Link** to add a banner and link it to the customer’s My Sharp website header.
 - **Step 1. Enter Your Link Text:** Enter the name of the additional banner link.
 - **Step 2. Enter Your Link URL:** Enter the URL for the additional banner link.

Save Changes: Select this button to save the changes and add the banner to the **Additional Banner Links** list.

Step 5. Add Additional Banner Links

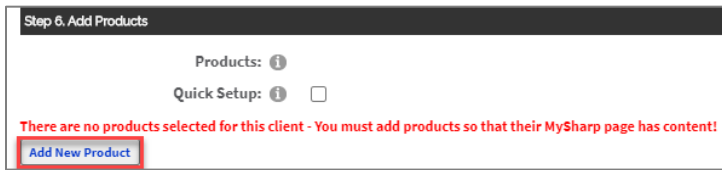
Disable built-in links

Links: ⓘ

Edit	Delete	Text	URL
		Custom Banner	https://business.sharpusa.com/Document-Systems

[Create New Banner Link](#)

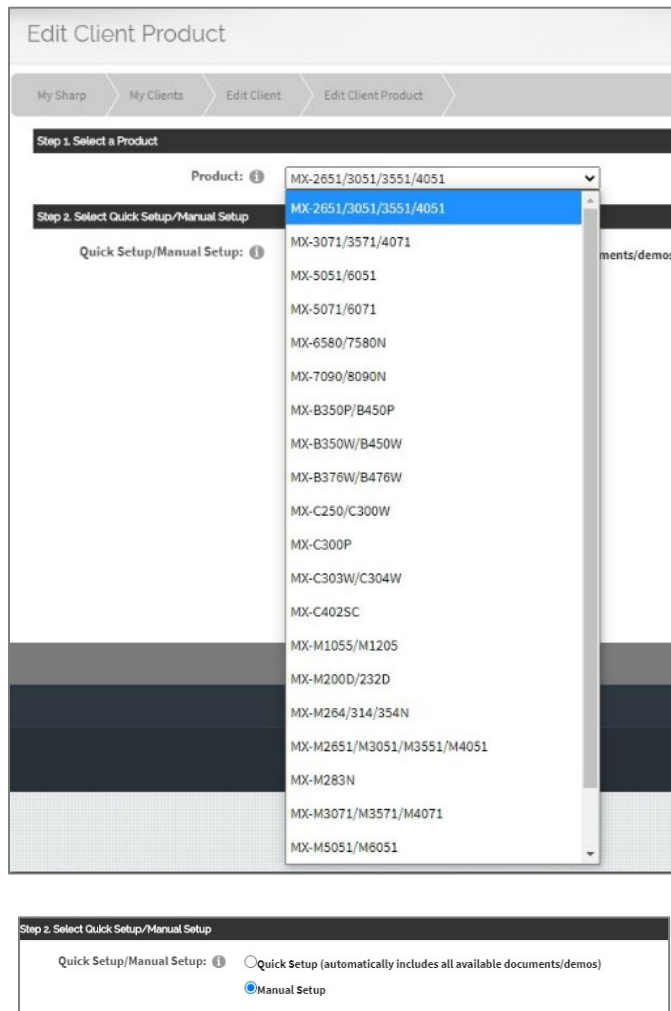
Previous Page: Select this button to return to the previous page.



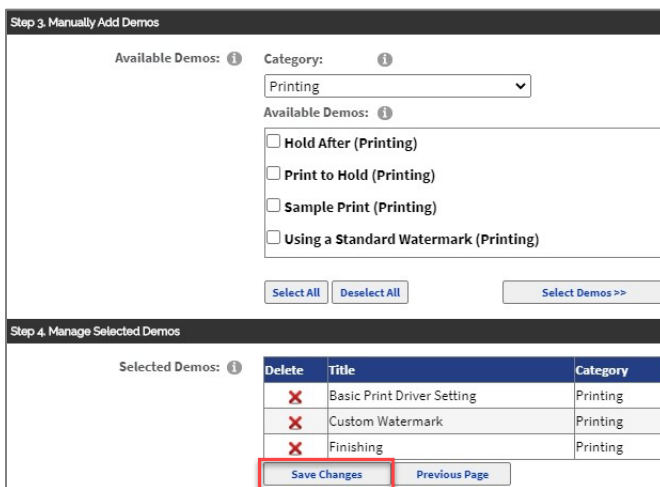
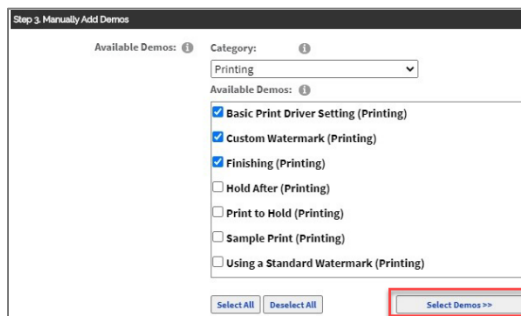
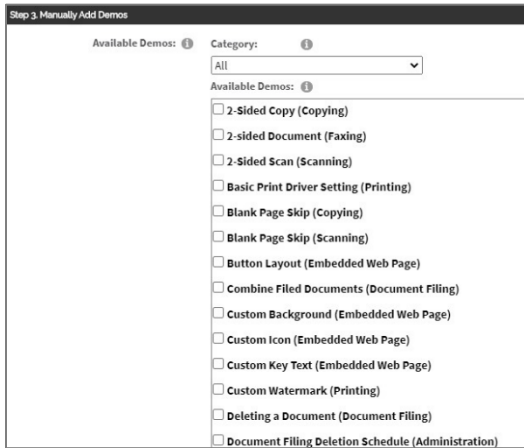
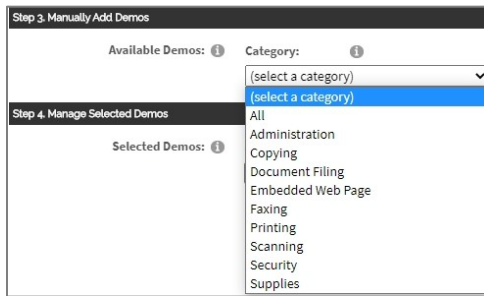
Step 6. Add Products: Add, edit, or delete products featured on the client's My Sharp website.

Note: Only one product can be added at a time.

- Select **Quick Setup** to automatically assign all available products, documents, and demos.
or
- Select **Add New Product** to add a specific product.



- **Step 1. Select a product:** All of the latest products are available in the drop-down menu.
- **Step 2. Select Quick Setup/Manual Setup:**
 - **Quick Setup** automatically includes all available documents and demos.
 - **Manual Setup** allows you to select specific documents and demos.



- **Step 3. Manually Add Demos:**
- **Select a Category.**

Available categories (varies by product):

- All (Default)
- Administration
- Copying
- Document Filing
- Embedded Web Page
- Faxing
- Network Printing
- Network Scanning
- Printing
- Scanning
- Supplies
- Security

- A list of **Available Demos** will display (varies by Category). Choose demos from the list or **Select All**.
- Choose **Select Demos** to save your selections. The saved demos appear in Step 4: Manage Selected Demos.
- **Step 4. Manage Selected Demos:**

Before **Saving Changes**, you can add or delete demos.

- **Save Changes:** Select this button to save the changes.

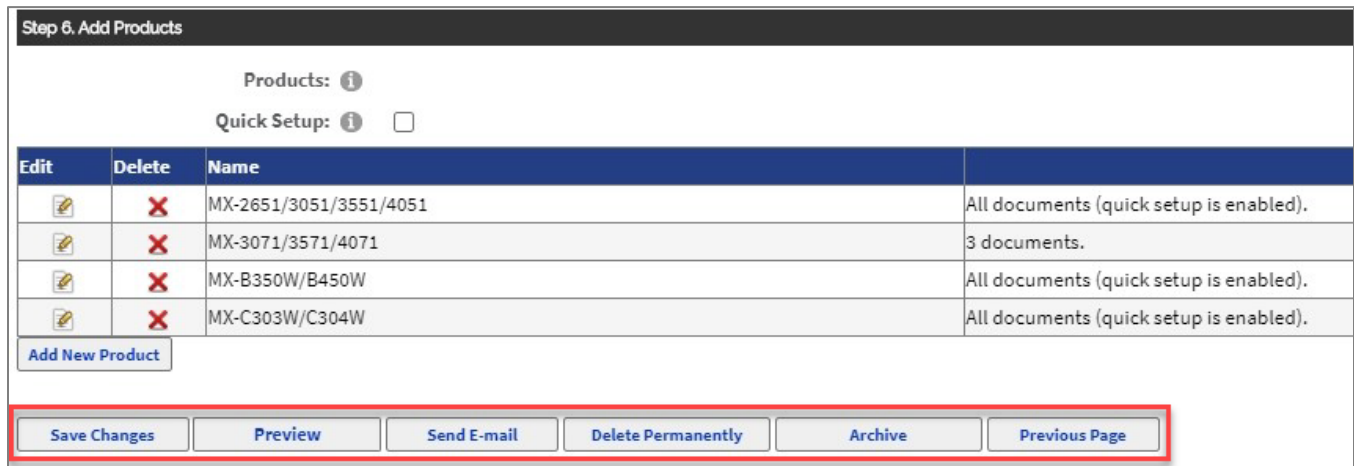
Note: Before going to the previous page, select **Save Changes** or changes will be lost.

- **Previous Page:** Select this button to return to the **Edit Clients** page.


To Edit or Delete Products:


From the **Edit Clients page, Step 6 Add Products**, select the **Edit**  or **Delete**  icon. See [Additional Edit Clients Page Options](#).









Additional Edit Clients Page Options



Step 6. Add Products

Products: 

Quick Setup: 

Edit	Delete	Name	
		MX-2651/3051/3551/4051	All documents (quick setup is enabled).
		MX-3071/3571/4071	3 documents.
		MX-B350W/B450W	All documents (quick setup is enabled).
		MX-C303W/C304W	All documents (quick setup is enabled).

[Add New Product](#)

[Save Changes](#) [Preview](#) [Send E-mail](#) [Delete Permanently](#) [Archive](#) [Previous Page](#)

Save Changes: Select this button to save the changes.

Preview: Select this button to preview the customer My Sharp website.

Send Email: Select this button to personalize an email from My Sharp™ to send to your client or prospect.

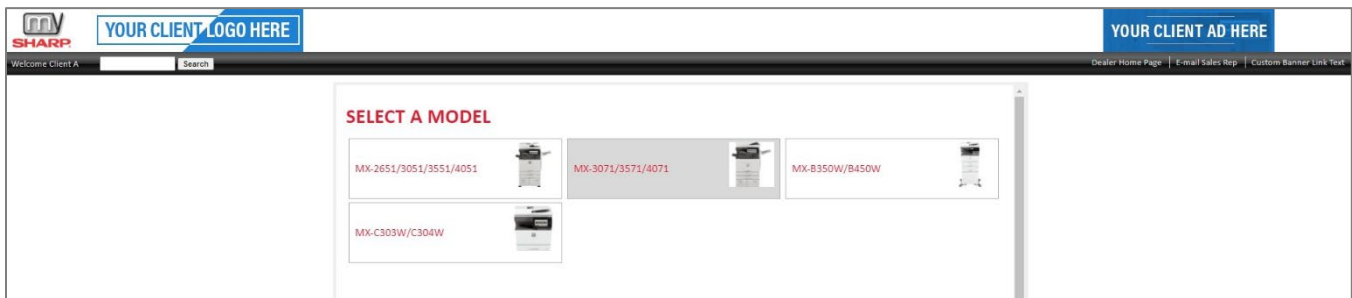
Delete Permanently: Select this button to permanently remove the client website.

Archive (Manager, Owner and Administrator only): Select this button to archive the client website.

Previous Page: Select this button to return to the previous page. Changes may be lost.

The client My Sharp website includes:

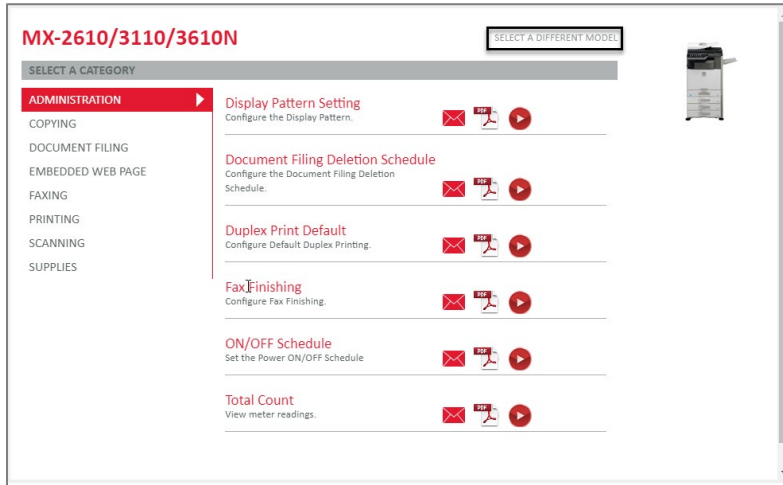
- My Sharp banner (Dealer logo or client custom banner image and dealer or client advertising image)
- Welcome [Client Name]
- Search
- Dealer Home Page link
- E-mail Sales Rep link
- Custom Banner link
- Models for selection



- **Select A Model** (if applicable) to view the demos.



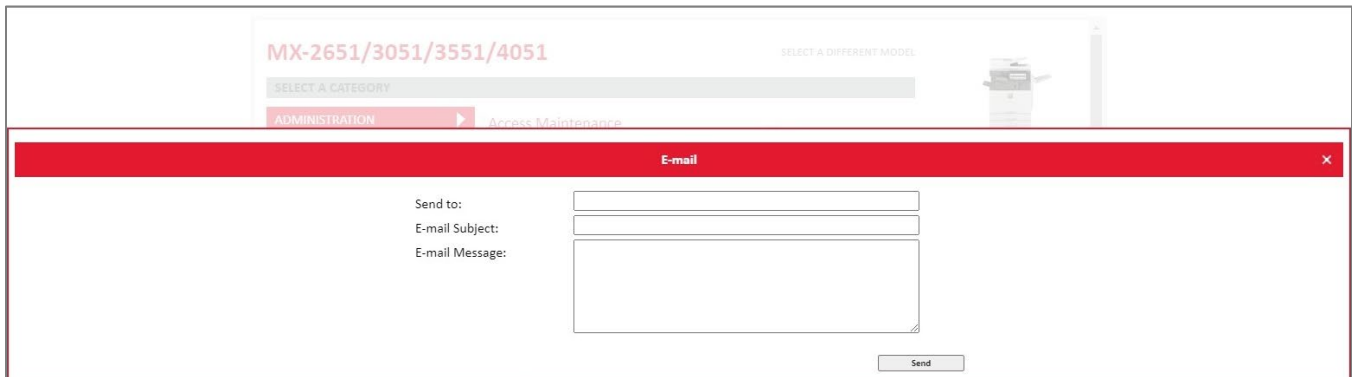
- **Select A Category: Select A Different Model** (if applicable)



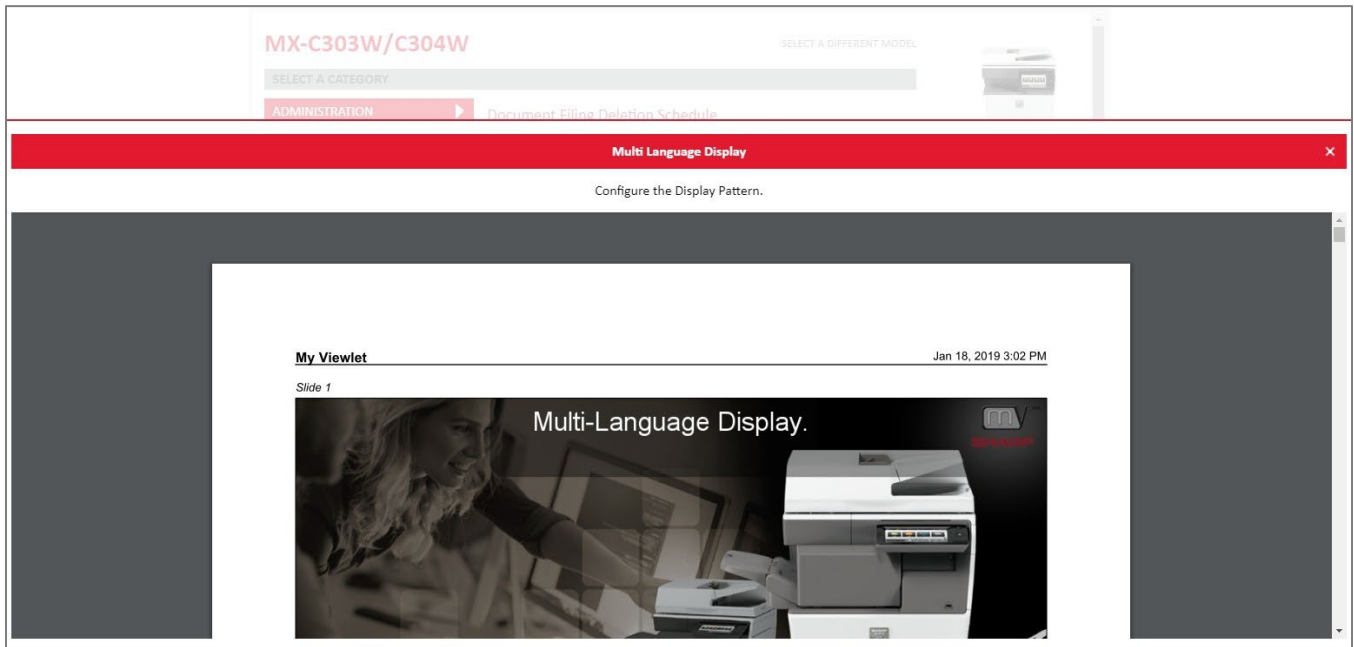
Email, View, Print, or Download PDF or View Video



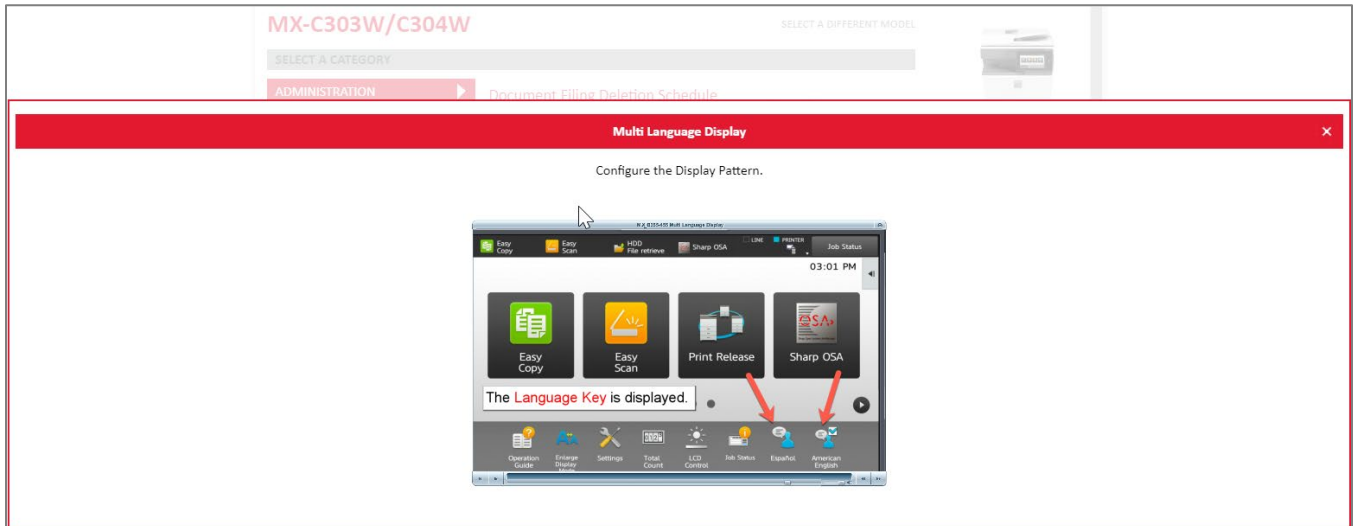
Email



PDF



Video



For more information, visit the [My Sharp Authorized Dealer support site](#):
Questions? We're here to help! Contact us at success@sharpsec.com.

Access [Legal Information](#) at <https://success.sharpamericas.com/ContactUs/Legal/tabid/646/Default.aspx>

Access the [My Sharp Privacy Statement](#) at <https://my.sharpamericas.com/MySharp/tabid/253/ctl/Privacy/Default.aspx>

Access the [My Sharp Terms of Use](#) at <https://my.sharpamericas.com/MySharp/tabid/253/ctl/Terms/Default.aspx>

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