SHARP

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V7.0 User Guide

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Contents

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*:

- **Manage My Dealership:** Enter and edit your dealership information
- **View 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
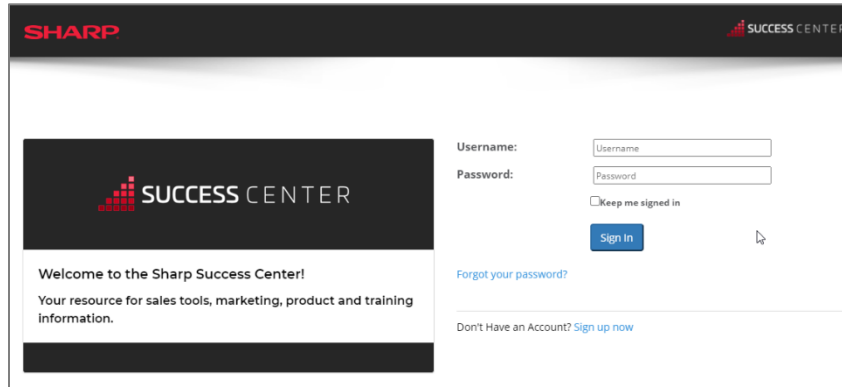- Faxing
- Printing
- Scanning
- Security

Designed with you and your customers in mind, My Sharp features a 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.
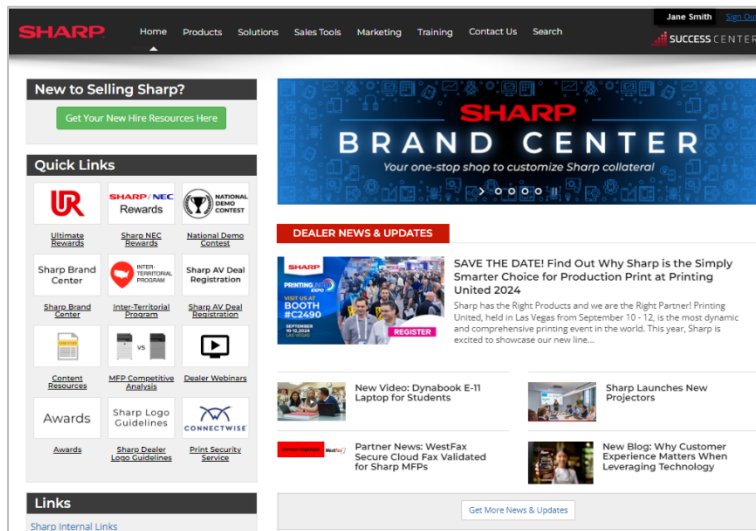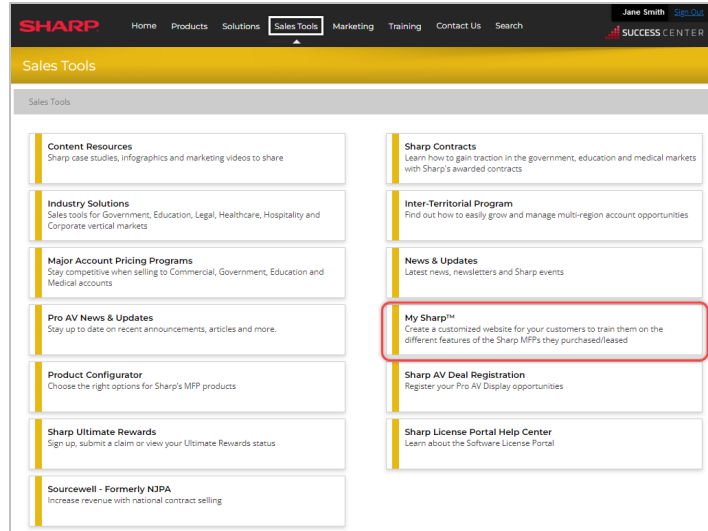
Getting Started

Sign In

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

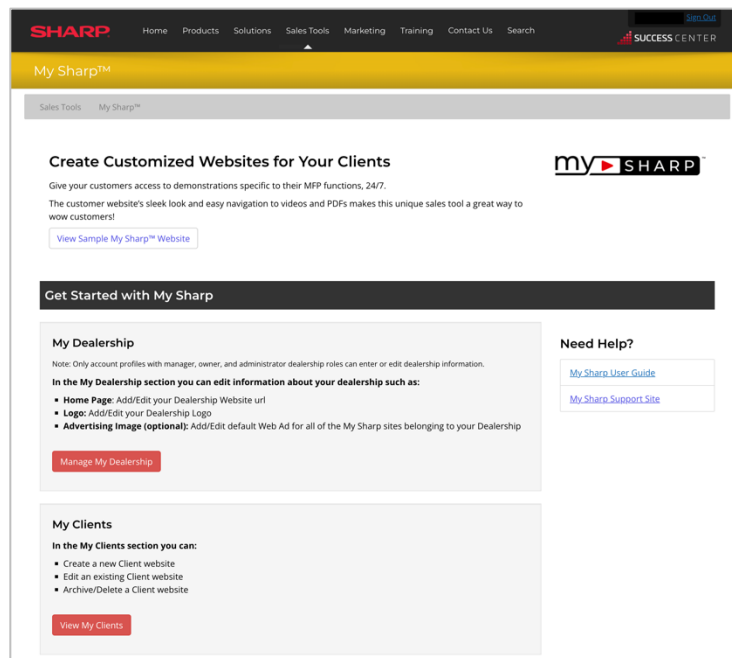2. Go to **Sales Tools** and select **My Sharp**™.

3. Select a My Sharp option.
   - **Manage My Dealership**: Enter or edit your dealership information.
   - **View 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.
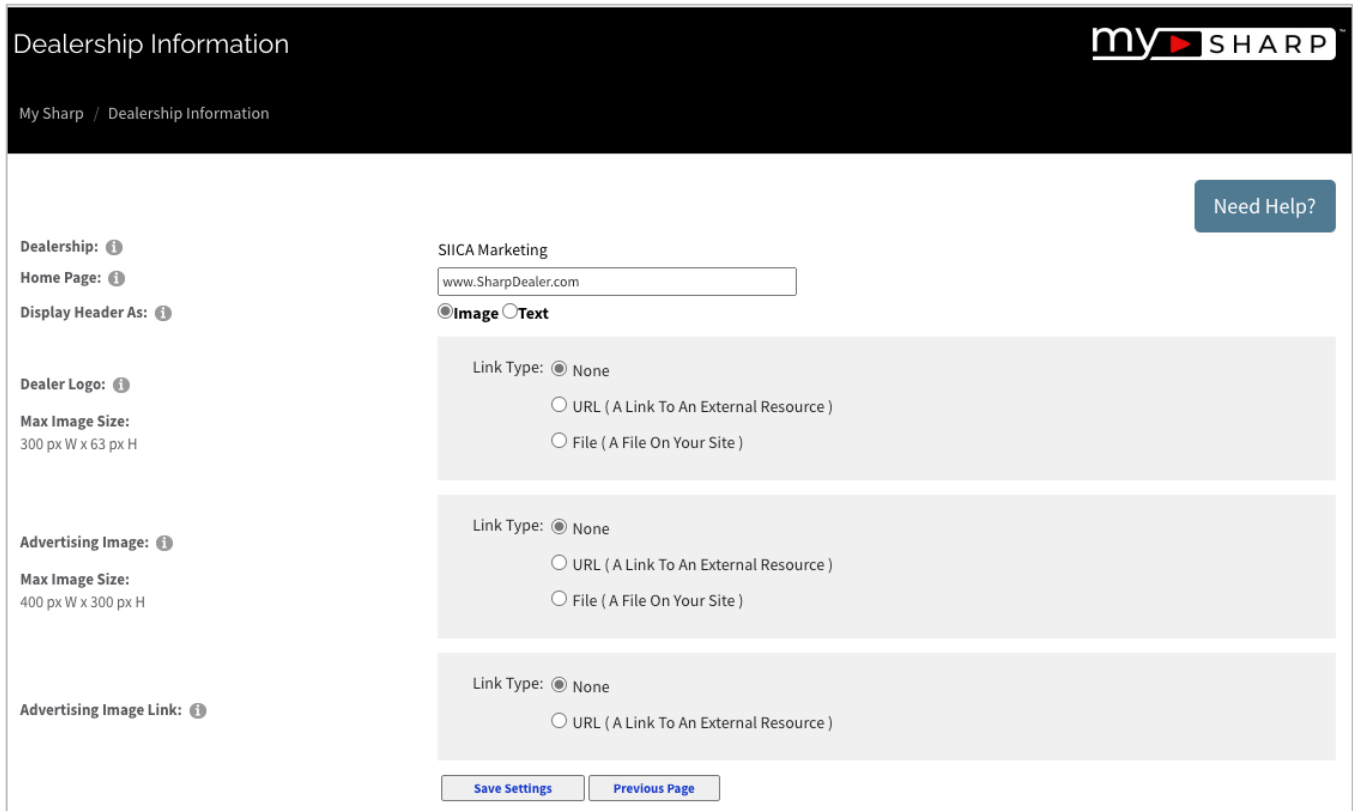
How It Works

Note: Select the information ⓘ icon for field descriptions.

Manage 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.

- **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, and the maximum image size is 300 pixels W x 63 pixels H.

The **Dealer Logo** has three **Link Type** options. Select 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.
    - **Note:** Cloud file storage and sharing services are not supported (e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®).
- **File (A File On Your Site):** Select a file on your device.

To select a file on your device:

1. Select **File**.
2. Then select **Upload New File**.

3. Next, select **Choose File**. Browse your device and select the file.

4. Select **Upload Selected File**. The file will appear in the dropdown menu.

5. A preview of the logo will be displayed.

6. Select **Save Settings**.

Advertising Image (Manager, Owner and Administrator only):

Note: The dealer logo file must be a GIF, JPEG, or PNG, and the maximum image size is 300 pixels W x 63 pixels H.

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

The **Advertising Image** has three **Link Type** options. Select your preference.

- **None** (Default)
- **URL (A link to an external resource):** Enter the URL of the advertising image (e.g. https://www.dealerwebsite.com/MySharp_Dealer_Ad.jpg.)
  - **URL** requires the dealer to host images on their website.
  - **Note:** Cloud file storage and sharing services are not supported (e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®).
- **File (A File On Your Site):** Select and upload a file from your device.

To select a file on your device:

1. Select **File**.
2. Then select **Upload New File**.

3. Next, select **Choose File**. Browse your device and select the file.

4. Select **Upload Selected File**. The file will appear in the dropdown menu.

5. A preview of the Advertising Image will be displayed.
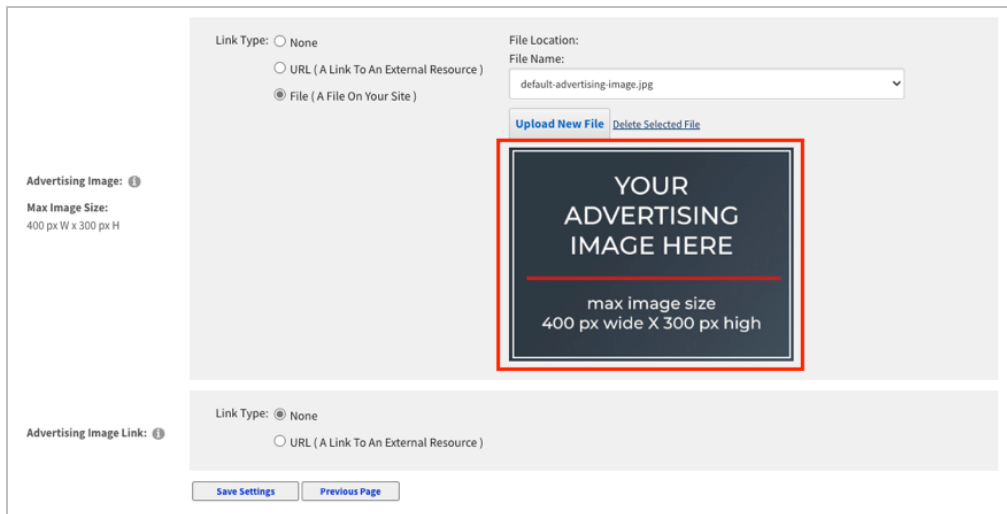
6. Select **Save Settings.**

Advertising Image Link: Add a URL for the advertising image.

The **Advertising Image Link** has two **Link Type** options. Select your preference.

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

To enter a URL:

1. Select **URL** and enter the address.

2. Select **Save Settings**.

My Clients

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

- **Search:** Enter criteria to search your My Clients database.
- **Create New Client:** Create a new client website.
- **Paging controls:** 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 .
    - **Delete:** Select the delete icon to delete a client website.
    - **Name:** Client name
    - **Owner:** Dealer owner of the client's website
    - **Client Website Preview:** Preview the My Sharp Client website
    - **Last Email Date:** View the last email date.

Create a New Client:

- Select **Create New Client.**

Step 1. Client Name:

- **Name:** Enter the client's name.
- **Site Focus**: Select **Training** or **Sales**

By selecting **Sales** the default tab view of the model pages will be the product overview information. If you select **Training** then feature demonstration videos and pdfs will be shown on the default tab view (if available).

Step 2. Sales Representative Contact Information:

- **Sales Representative Email**: Enter the client's sales representative e-mail address or select **Use My Email**.
- **Sales Representative Name**: Enter the name of the sales representative to be displayed in the Contact Us panel.

Step 3. Select URL for Client website:

Enter the customer's URL pathname in lowercase letters without spaces.

Select **Next**.

Step 3: Select URL for Client website

Client's URL: ⓘ   https://my2.sharpusa.net/sites/ [_____] [Copy]

[Next >>]   [Previous Page]

Step 4. Upload Client Presentation (Optional)

The Client Presentation link will appear as the main call to action button in the side panel of the website. It is recommended to use it for the most important document to your client.

To Add a Client Presentation:

- Select **Upload File.**

Step 4: Upload Client Presentation

The Client Presentation link will appear as the main call to action button in the side panel of the website. It is recommended to use it for the most important document to your client.

Presentation: ⓘ   [Upload File ...]

There are no presentations uploaded.

- Browse your device and select the file. Select **Open**. The file will begin uploading to the site.
- After the file has been uploaded select **Edit icon (pencil)**.

Presentation: ⓘ

Edit	Delete	Button Text	Filename
📝	✖	Explore-Simply-Smarter-Technology-Flyer	Explore-Simply-Smarter-Technology-Flyer.pdf

- Update the **Button Text** that will be displayed. Select **Update**.

Presentation: ⓘ

Button Text: ⓘ   [Download Presentation]   [Update]

Edit	Delete	Button Text	Filename
📝	✖	Explore-Simply-Smarter-Technology-Flyer	Explore-Simply-Smarter-Technology-Flyer.pdf

- To delete Presentation select **Delete icon (X).**

Step 5. Logo & Banner Ad Images & Links: (Manager, Owner, and Administrator only)

The default logo and banner ad are set by dealership managers or owners in the **Dealership Information** area of My Sharp. The logo is displayed at the top of the side panel and the banner ad is displayed below the side panel of the website. A **Custom Logo and Banner Ad** can be set on individual My Sharp client sites.

Notes:

The **Custom Logo** Image file must be a GIF, JPEG, or PNG and the **maximum image size is 300 pixels W x 63 pixels H**.

The **Banner Ad** Image file must be a GIF, JPEG, or PNG and the **maximum image size is 300 pixels W x 400 pixels H.**

Custom Logo Image:
(Manager, Owner and Administrator only)

Note: The **Custom Logo** Image file must be a GIF, JPEG, or PNG and the **maximum image size is 300 pixels W x 63 pixels H**.

Use this setting to select an alternative logo to display on the My Sharp site such as the client's logo.

The **Custom Logo Image** has three **Link Type** options. Select your preference.

- **None** (Default)
- **URL (A Link To An External Resource):** Enter the URL of the custom logo image (e.g. https://www.dealerwebsite.com/MySharp_Client_Logo.jpg).
    - **URL** requires the dealer to host images on their website.
    - **Note:** Cloud file storage and sharing services are not supported (e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®, etc).
- **File (A File On Your Site):** Select a file on your device.

By default the Custom logo is linked to the **Home Page url** set in the **Dealership Information** section of My Sharp. **To remove the link in the case of an alternative logo such as a client's logo, uncheck the Link logo to dealer home page checkbox.**

To select a file on your device:
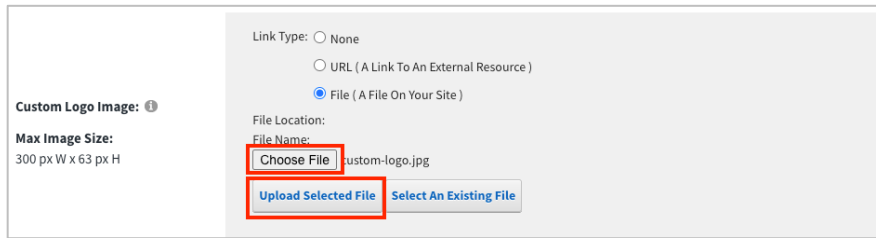
1. Select **File**.

2. Then select **Upload New File**.

3. Next, select **Choose File**. Browse your device and select the file.

4. Select **Upload Selected File**. The file will appear in the dropdown menu.

5. Select **Save Changes.**

Banner Ad Image (Manager, Owner and Administrator only):

Note: The **Banner Ad** Image file must be a GIF, JPEG, or PNG and the **maximum image size is 300 pixels W x 400 pixels H.**

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

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

- **None** (Default)
- **URL (A link to an external resource):** Enter the URL of the advertising image, e.g. https://www.dealerwebsite.com/MySharp_Client_Ad.jpg.
    - **URL** requires the dealer to host images on their website.
    - **Note:** Cloud file storage and sharing services are not supported e.g. OneDrive, SharePoint®, Teams, Dropbox™, Box™, Google Drive™, iCloud®, etc.
- **File:** Select a file on your device

To select a file from your device:

1. Select **File**.

2. Then select **Upload New File**.

3. Next, select **Choose File**. Browse your device and select the file.

4. Select **Upload Selected File**. The file will appear in the dropdown menu.

5. Select **Save Changes**.

Banner Ad Link (Manager, Owner and Administrator only)

The **Banner Ad Link** has two options. Choose your preference.

- **None** (Default)
- **URL**: Enter the URL for the Banner Ad link.

To enter a URL:

1. Select **URL** and enter the address.

2. Select **Save Changes**.
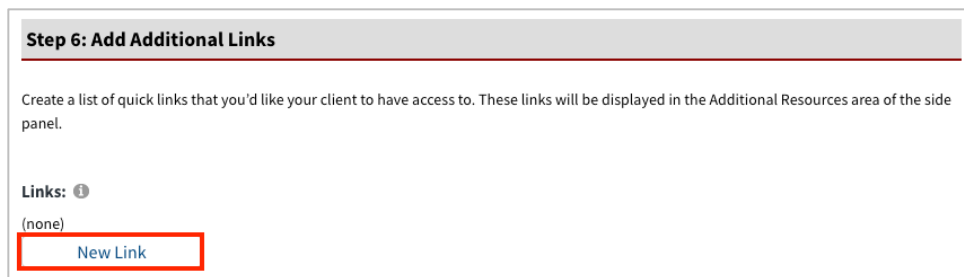
Step 6. Add Additional Links:
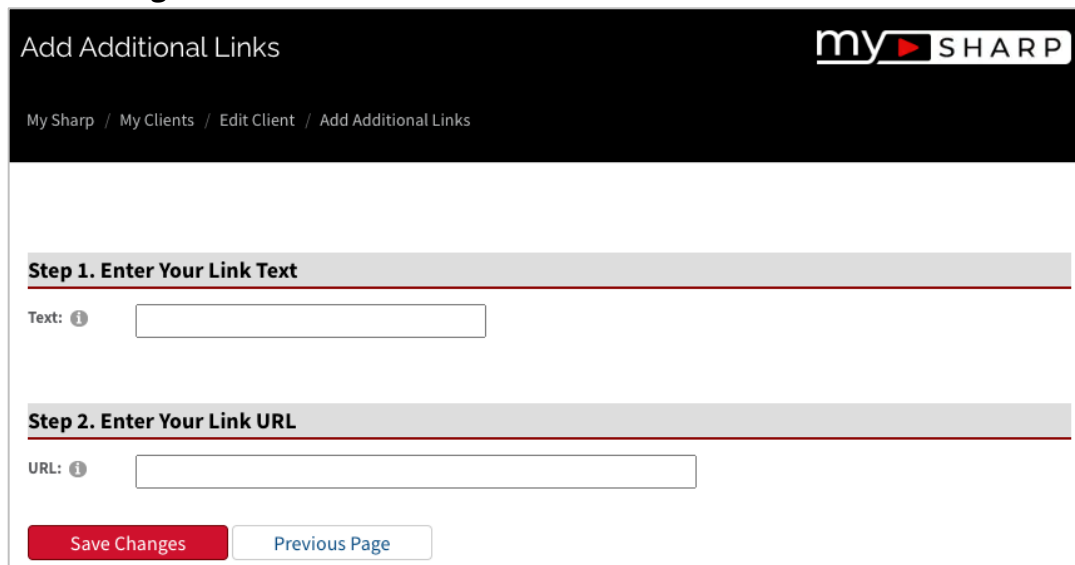
Create a list of quick links that you'd like your client to have access to. These links will be displayed in the Additional Resources area of the side panel.

- Select **New Link** to add a text link in the side panel of the customer's My Sharp website.

- **Step 1. Enter Your Link Text:** Enter the display text for the link.
- **Step 2. Enter Your Link URL**: Enter the URL link.
- Select **Save Changes.**

- To edit the Text or URL of an existing Link select the **Edit icon (pencil).**
- To delete an existing Link select the **Delete icon (X).**

Step 7. Add Products:

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

- **Quick Setup:** Select this option to automatically assign all products and demos to this client site.
- **Products:** Select product families and individual models and demos to add to the My Sharp site.
  - **Note:** Only one product family can be added at a time.

Add New Product

- Select **Add New Product**.

• **Step 1. Select a Product:** The latest products are available in the drop-down menu.	**Step 1. Select a Product** Product: ⓘ ✓ BP-50C26/50C31/50C36/50C45 BP-50C55/50C65 BP-50M26/50M31/50M36/50M45 BP-50M55/50M65 BP-70C31/70C36/70C45 BP-70C55/70C65 BP-70M31/70M36/70M45 BP-70M55/70M65 BP-70M90/70M75 BP-B540WR/BP-B550WD DX-B351PL/B352P MX-2651/3051/3551/4051 MX-3071/3571/4071 MX-5051/6051 MX-5071/6071 MX-6580/7580N MX-7081/8081 MX-7090/8090N MX-B350P/B450P MX-B350W/B450W MX-B355W/B455W MX-B376W/B476W MX-B402 MX-B427PW MX-B427W **Step 2. Select Product M** Product Models Setup: ⓘ **Step 3. Select Quick Set** Quick Setup/Manual Setup: ⓘ Save Changes Previous © 2008-2024 Sharp Electronics Corpora

• **Step 2. Select Product Models**
   ▪ **All models:** Select this option to include all models within a model family.
   ▪ **Selected product models only:** Select this option to pick and choose individual models within a model family.
	Step 2. Select Product Models
	
	Product Models Setup: ⓘ ● All models
	                              ○ Selected product models only
	
	Step 2. Select Product Models
	
	Product Models Setup: ⓘ ○ All models
	                              ● Selected product models only
	
	Choose models
	
	Models: ⓘ ☑ BP-50C26 ☐ BP-50C36 ☑ BP-50C45
	            ☐ BP-50C31

• **Step 3. 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. Select Quick Setup/Manual Setup
	
	Quick Setup/Manual Setup: ⓘ ● Quick Setup (automatically includes all available documents/demos)
	                                   ○ Manual Setup
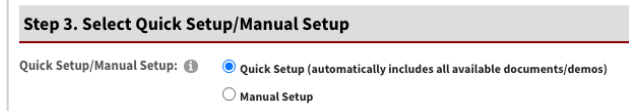
• **Step 4. Manually Add Demos:**
 	
• **Category:** Select a category of available demos
 	
   Available categories (varies by product):
   ▪ All (Default)
   ▪ Administration
   ▪ Copying
   ▪ Document Filing
   ▪ Embedded Web Page
   ▪ Faxing
   ▪ Network Printing
   ▪ Network Scanning
   ▪ Printing
   ▪ Scanning
   ▪ Supplies
   ▪ Security
 	
• A list of **Available Demos** will be displayed (varies by Category). Choose individual demos from the list or **Select All.**
 	
• Select the **Select Demos >>** button to save your selections. The saved demos appear in Step 5: Manage Selected Demos.
	Step 4. Manually Add Demos
	Available Demos: ⓘ Category: ⓘ ✓ (select a category)
	                                                              All
	                                                              Administration
	Step 5. Manage Selected Demos Copying
	                                                              Document Filing
	Selected Demos: ⓘ (none) Embedded Web Page
	                                                              Faxing
	  [Save Changes] [Previous Page] Printing
	                                                              Scanning
	
	Step 4. Manually Add Demos
	Available Demos: ⓘ Category: ⓘ [Administration ▾]
	                              Available Demos: ⓘ
	☑ Accessing the User Manual (Administration)
	☑ Accessing Total Counts (Administration)
	☑ Adding a Home Button (Administration)
	☐ Delete Button (Administration)
	☑ Google Drive (Administration)
	☑ One Drive (Administration)
	☐ Print Release Active Directory (Administration)
	☐ Print Release LDAP (Administration)
	☐ Print Release Local Login (Administration)
	☐ Print Release Local Login with Quick Login (Administration)
	☐ Print Release Primary and Secondary Unit (Administration)
	☑ Replacing Staples FN-11/12 (Administration)
	☐ Replacing Staples FN-13 (Administration)
	☐ Replacing Staples FN-14 (Administration)
	☐ Replacing Staples FN-15 (Administration)
	☐ Replacing Staples FN-16 (Administration)
	☐ Setting the Power ON-OFF Schedule (Administration)
	
	Select All Deselect All Select Demos >>

• **Step 5. Manage Selected Demos:** Before **Saving Changes,** you can add additional demos in Step 4, or delete demos by selecting the **delete icon (X).** • **Save Changes:** Select this button to save the changes. **Note:** Before going to the previous page, select **Save Changes** or changes will be lost. • After finalizing your demo selections for the selected product family and selecting **Save Changes**, select **Previous Page** to return to the **Edit Clients** page.	**Step 4. Manually Add Demos** Available Demos: ⓘ Category: ⓘ [Administration ▾] Available Demos: ⓘ ☐ Delete Button (Administration) ☐ Print Release Active Directory (Administration) ☐ Print Release LDAP (Administration) ☐ Print Release Local Login (Administration) ☐ Print Release Local Login with Quick Login (Administration) ☐ Print Release Primary and Secondary Unit (Administration) ☐ Replacing Staples FN-13 (Administration) ☐ Replacing Staples FN-14 (Administration) ☐ Replacing Staples FN-15 (Administration) ☐ Replacing Staples FN-16 (Administration) ☐ Setting the Power ON-OFF Schedule (Administration) Select All Deselect All Select Demos >> **Step 5. Manage Selected Demos** Selected Demos: ⓘ | Delete	Title	Category
✖	Accessing the User Manual	Administration
✖	Accessing Total Counts	Administration
✖	Adding a Home Button	Administration
✖	Google Drive	Administration
✖	One Drive	Administration
✖	Replacing Staples FN-11/12	Administration	 [Save Changes] [Previous Page]

- The **Edit Clients** page, **Step 7 Add Products** should now display the selected Product Families, Models and the number of demos/documents that have been added to the My Sharp site.
- Select **Save Changes**.

Step 7: Add Products

Add, edit, or delete products featured on the client's My Sharp website. A single model or all models in a product family can be added at a time.
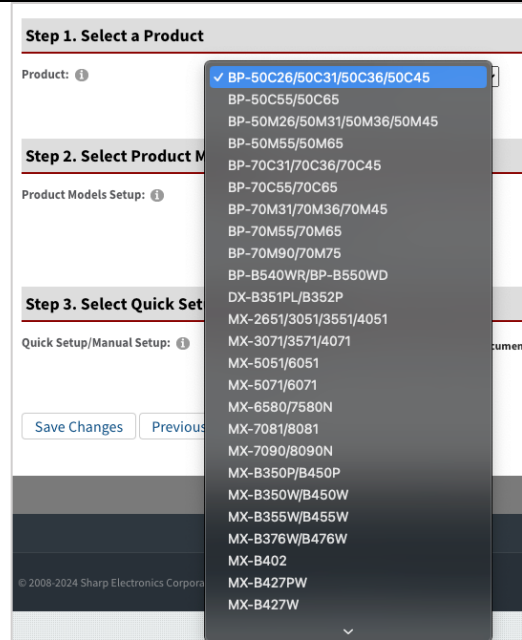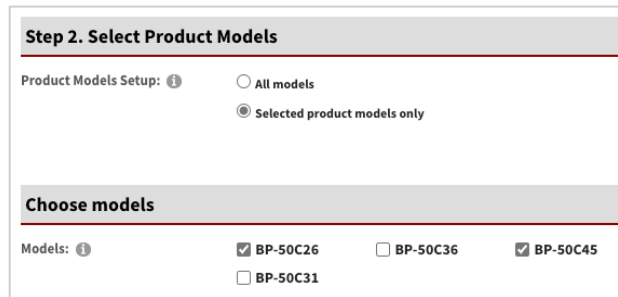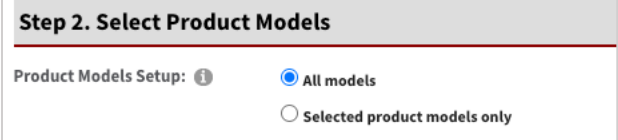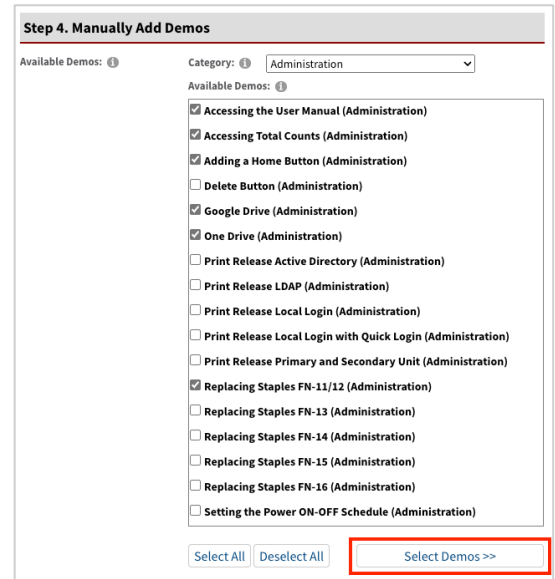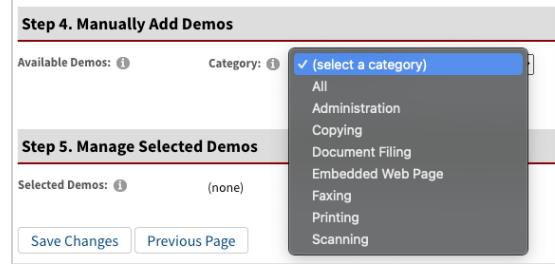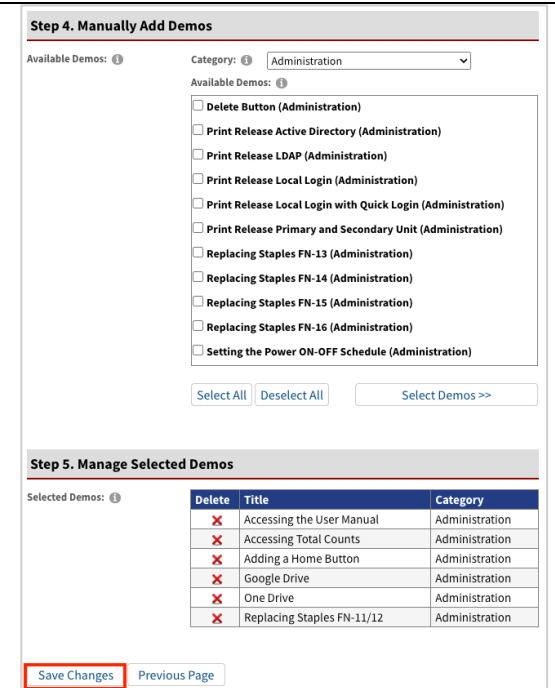
Quick Setup: ⓘ ☐

Products: ⓘ

Edit	Delete	Product	Selected Models
🖉	✖	BP-50C26/50C31/50C36/50C45	3 documents. BP-50C45, BP-50C26, BP-50C31
🖉	✖	BP-50C55/50C65	All documents (quick setup is enabled). All Models

[Add New Product]

| Save Changes | Preview | Send Email | Previous Page |

Return To Top

To Edit or Delete Products:

From the **Edit Clients page, Step 7 Add Products**, select the **Edit (pencil)** or **Delete (X)** icon. When finished editing or deleting products and demos, select **Save Changes**.

Additional Edit Clients Page Options

| Save Changes | Preview | Send E-mail | Previous Page |

Save Changes: Select to save any changes made on the Edit Clients page.

Preview: Select to preview the customer's My Sharp website.

Send Email: Select to send a personalized email to your client or prospect about their new My Sharp website.

- **Send to**: Enter the e-mail address of the recipient. Use a semi-colon to separate multiple addresses.
- **E-mail Template**: Select an E-mail Template from the dropdown menu and select **Use this template** to load the message in the E-mail Message field. There are three e-mail templates available for customization:

- o Meeting Follow-up
- o Trial Website
- o Welcome
- **E-mail Subject**: Enter the e-mail subject title
- **E-mail Message**: Message to send to customer. Edit text from template or create a new message.
- Select **Send** to send the email message to you client. Select **Cancel** to go back to previous page without sending e-mail.

Previous Page: Select to return to the previous page, My Clients. **Changes may be lost if not saved before returning to previous page.**

The client My Sharp website includes:

- Welcome [Client Name]
- Search
- Side Panel
    - Dealer Logo/Custom Logo
    - Contact Us Information
        - Sales Representative Name
        - Sales Representative E-mail
        - Dealer Home Page link
    - Advertising Image/Custom Banner Ad Image
- Models for selection

SHARP | **my ► SHARP**

Welcome Bartels School 417

Products > Copiers & Printers

Copiers & Printers

BP-50C26	BP-50C31	BP-50C36	BP-50C45

MX-B376W	MX-B427PW	MX-B476W

Need more Information?

Contact Us:

Erika Gray
E-mail
Visit Website

Additional Resources:

10 Key Features of Sharp Copiers

8 Key Security Features of Sharp Copiers

Smarter Education Technology for the Classroom and Beyond

Download Presentation

- **Select A Model** (if applicable) to view the How to Guides (demos) or Product Info (if available).

Products > Copiers & Printers

Copiers & Printers

BP-50C26	BP-50C31	BP-50C36	BP-50C45

MX-B376W	MX-B427PW	MX-B476W

- **How to Guides** (if available)**:** displays category menu to view assigned collections of demos on a topic

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

Email
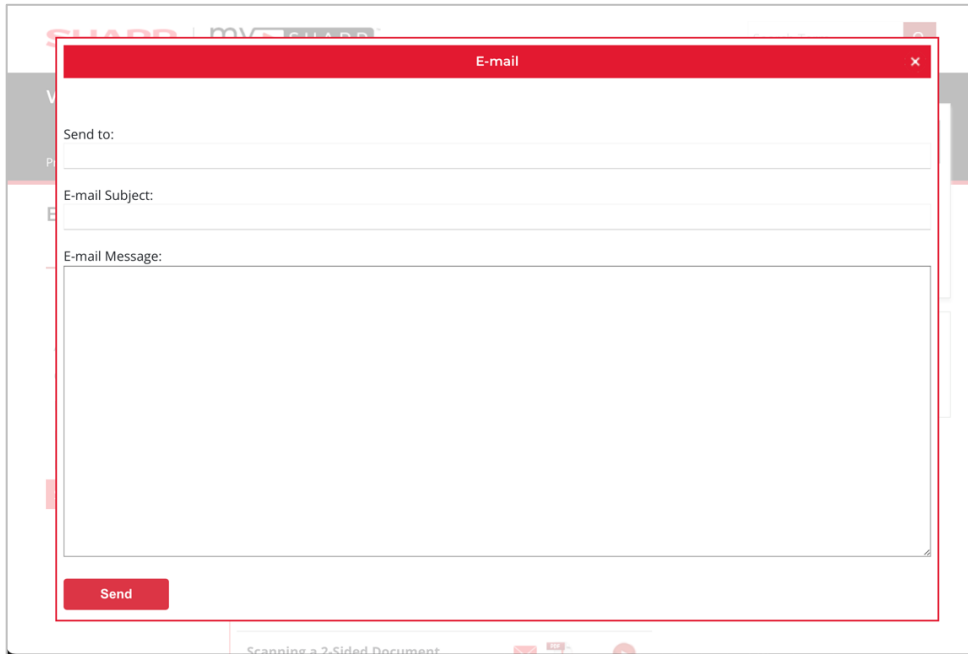
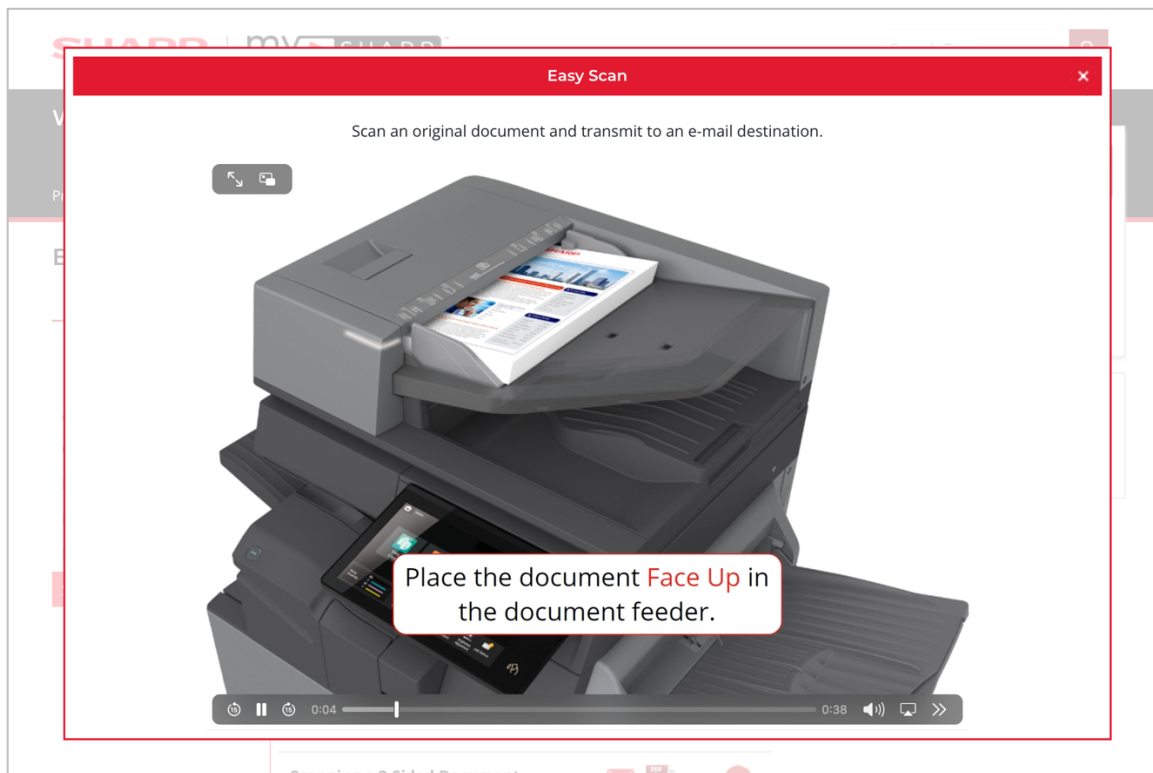**PDF**
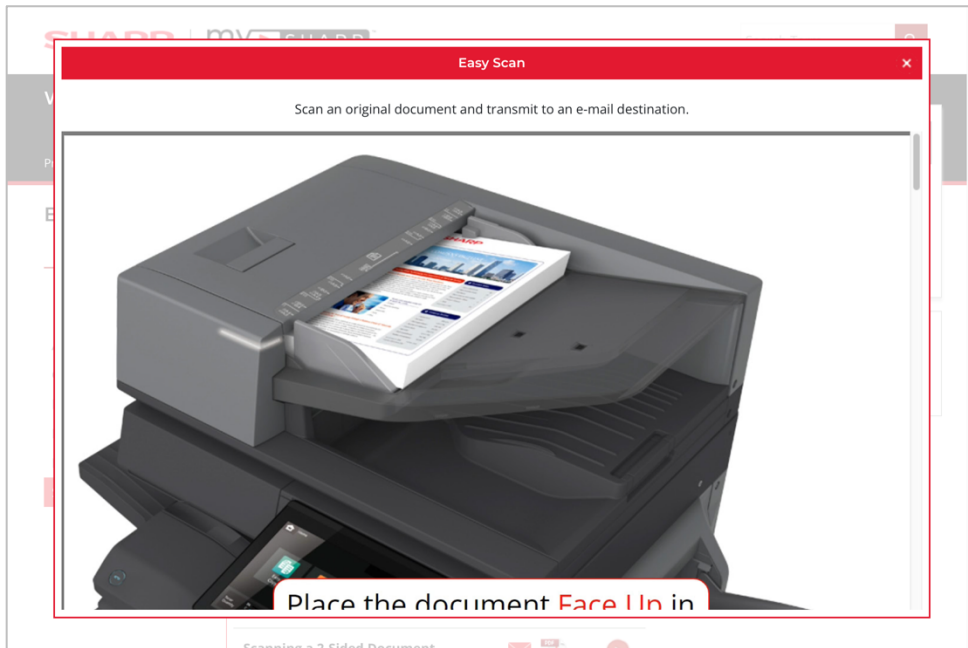
Video

This page is intentionally left blank.

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

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