Kyocera Cloud Print and Scan

Customer Admin Guide

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1 Product information

Kyocera Cloud Print and Scan documentation

Kyocera Cloud Print and Scan Customer Admin Guide	This guide provides information about Kyocera Cloud Print and Scan for Customer admins. It contains instructions on how to activate a Customer admin account, create new users and groups, set print policies, create reports, and set up HyPAS.
Kyocera Cloud Print and Scan User Guide	This guide provides information about Kyocera Cloud Print and Scan for end-users. It contains instructions on how to activate a user account and effectively use Kyocera Cloud Print and Scan.

Conventions

The following conventions may be used in this guide:

- **Bold text** is used for menu items and buttons
- Screen, text box, and drop-down menu titles are spelled and punctuated exactly as they are displayed on the screen
- *Italics* are used for document titles
- Text or commands that a user enters are displayed as text in a different font or in a text box as shown in these examples:

> 1. On the command line, enter `net stop program`
>
> 2. Create a batch file that includes these commands:
>
> ```
> net stop program
> gbak -rep -user PROGRAMLOG.FBK
> ```

- Icons are used to draw your attention to certain pieces of information. Examples:

> This indicates information that is useful to know.

> This indicates important information that you should know, including such things as data loss if the procedure is not done properly.

System requirements

Important privacy information

📝 KCPS is a software product for a single person using their own dedicated PC account. The simultaneous access on shared PCs or a similar environment, is NOT supported.

When using KCPS on a shared PC, please log in to the PC with your own account and be sure to log out from the PC after use.

Supported web browsers

• Google Chrome: Latest version
• Microsoft Edge: Latest version (Chromium-based only)
• Apple Safari: Latest version

📝 You are notified on the screen if you are using an unsupported browser.

Desktop client minimum requirements

A. Operating systems	
⚠ Any operating system that has reached EOL (End of Life) is not supported.	
Windows	8.1 / 10 / 11
macOS	10.15 / 11 / 12 / 13

B. Hardware requirements	
Processor	Intel Pentium 4 processor or later (SSE2 capable) M1 (Macintosh)
RAM	OS minimum/recommended
Hard disk space	600 MB

C. Port requirements	
5571	Port 5571 is used for the Desktop client. If port 5571 is not available, users cannot open the Desktop client.

2   Introduction

About Kyocera Cloud Print and Scan

Kyocera Cloud Print and Scan is a cloud-based printing and scanning solution for office environments.

Kyocera Cloud Print and Scan key features

Customer admin key features

From the Customer portal, a Customer admin can access and configure the following features:

- Manage users and groups
- Associate/view the device list for their organization
- Print control through print quotas and print policies
- Report on Customer user activity

From the MFP application (HyPAS), a Customer admin can access and configure the following features:

- Proxy settings
- Change organization
- Home screen
- Send logs

User key features

> The Customer admin also has access to these features.

From the Customer portal, a user can access the following features:

- View their job list

> Jobs only display on the Jobs tab if your organization has set jobs to spool using "Cloud Spool." If your organization has set jobs to "Local Spool," no jobs will appear on this tab for users.

- View scanned documents
- Download the Desktop client
- Manage any ID cards associated with their account

From the Desktop client a user can access the following features:

- Print (upload) documents to Kyocera Cloud Print and Scan (KCPS) using local spool/cloud spool

From the MFP application (HyPAS), a user can access the following features:

- ID card self-registration
- Print documents that were uploaded to KCPS using the Desktop client
- Print from third-party cloud storage
- Scan to the user's email address
- Scan to KCPS
- Scan to third-party cloud storage
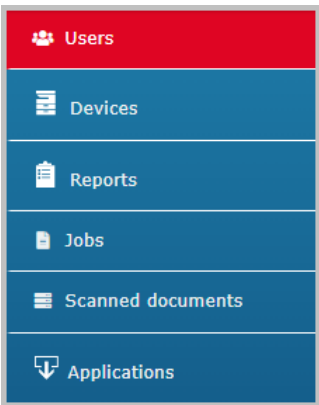
Behavior for failed log in attempts
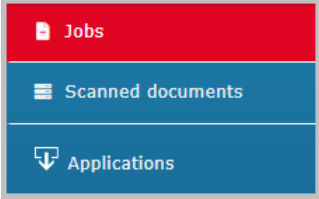
The behavior for failed log in attempts is the same for all access types (Web portal, Desktop client, and HyPAS application) in the Customer portal:

- Accounts are locked after three failed attempts to log in within 15 minutes.
- Accounts are automatically unlocked after 30 minutes to allow users to retry logging in.
- If a user has forgotten their login information, they can select the **Forgot password** link on the portal home page and follow the instructions to create a new password.

Kyocera Cloud Print and Scan user interface and roles

The Customer admin and the users of the Customer portal see different menu items.

User interface	Description
Customer portal: Access provided to Customer admin **User Roles**: Customer Admin	
	A Customer admin in the Customer portal can: • Create and manage users. • View the list of connected HyPAS devices • Generate reports on jobs • View their own submitted scanned documents • Download the Desktop client to print files from any desktop (The Customer admin is also a User.)

User interface	Description
Customer portal: Access provided to Customer users **User Roles**: User	
	A user in the Customer portal can: • View their job list • View their scanned documents • Download the Desktop client to print files from any desktop • Associate third-party cloud storage providers with their account. Users can then print from and scan to third-party storage using a connected HyPAS device. • Manage their ID cards

3 Getting started

This chapter describes setting up and managing your Kyocera Cloud Print and Scan (KCPS) Customer Admin account. It also describes how to edit your Organization's profile.

The Customer Admin account is used to manage KCPS.

> ⚠ If you use Azure AD to authenticate users, see the *About Azure AD authentication and the Admin log in* topic in the *Edit the Organization profile* section of this guide for important information about how Azure AD works with your Admin user account and users you assign the Administrator role.

Activate your Customer admin account

As a Customer admin, you receive an "Activate your account" email from Kyocera Cloud Print and Scan (KCPS) once an account has been created for you.

> 📝 If your organization will use Azure AD for authentication, use this KCPS Customer admin account you are activating to manage KCPS. You can also have a separate "user" account like any other KCPS user for printing and scanning.

1 Open the email. It provides instructions on what to do next and includes a link to the KCPS privacy statement.

2 When you are ready, and before the link expires, select **Activate now**.

> 📝 If you try to activate your account outside the number of days indicated, a message displays that the link is invalid. Select the administrator link in the message to contact your KCPS administrator to ask for another activation email.

3 On the Sign up window, enter the requested information and select **Sign up**.
The Welcome window displays.

4 After reading the End User License Agreement, select the check box and then select **OK**.
The window refreshes and displays the Log in window.

5 Enter your credentials.

6 Select **Log in**.

An email is sent to you that confirms your addition to KCPS. No action is required. The email provides you the link to your Customer admin portal.

Edit the Organization profile

You can update your organization's profile to change Kyocera Cloud Print and Scan (KCPS) settings for your organization.

1 Open your browser and log in to your KCPS account.

2 Select your user name and then select **Organization profile**.

3 Four tabs contain settings for the Organization profile. Select the tab that contains the setting you want to change:

General

On the General tab, you can change the Organization name, Organization representative, email and report language preference, and job expiration. See the *General tab* topic for more information.

Device client

On the Device client tab, you can change the settings for print default, print limit, allowing printing without KCPS, allowing offline login, requiring PIN authentication, and allowing fax forwarding. See the *Device client tab* topic for more information.

Desktop settings

On the Desktop settings tab, you can set the Desktop client auto-logout limit. See the *Desktop settings tab* topic for more information.

Storage

On the Storage tab, you can link or unlink to cloud storage accounts. See the *Storage tab* topic for more information.

4 Select a tab to edit a setting.

> Make sure you select **Save** after making any changes.

General

The General tab contains the following settings:

> Select **Save** after making any changes.

Organization name

Edit the organization name. A maximum of 36 characters are allowed. If you enter a name that is used elsewhere in Kyocera Cloud Print and Scan (KCPS), an error displays.

> Changing the organization name does not change the URL for the Customer portal.

Organization representative

You can pass your role as Organization representative to another user if you are going to be absent. Select a user from the list. All communications are sent to this user who now has access to the Users, Devices, and Reports tabs.

You can follow this same procedure and set yourself again as the Organization representative when you no longer need another user to act on your behalf.

Email and report language preference

From the list, select a language. All email communications and all created reports use this language after you select **Save**.

Job expiration

Select the number of days for jobs to expire in the system. The minimum number of days is 1 and the maximum is 28.

Azure AD authentication

You can use Azure AD to authenticate KCPS users. Any users in the Azure AD tenancy can access KCPS. Users are added automatically to KCPS when they log in to the Customer portal or use the Desktop client for the first time.

> If Azure AD is used for authentication, any users removed from Azure AD are not automatically removed from KCPS. You must manually remove these users from KCPS. See the *Delete users* topic in the *Users* chapter for more information.

About Azure AD authentication and the Admin log in

On the Log in page, the **Admin log in** link is for only one Customer Admin user. The Customer Admin's user credentials are stored in the KCPS server without Azure AD authentication. The **Admin log in** link allows you to log in to KCPS to manage the system if Azure AD is unreachable.

Initially, all users with Azure AD authentication are added with the "User" role, but the Customer Admin user can edit each user's role in the Users tab. If you change someone's role from "User" to "Administrator," these "Administrator" users with Azure AD authentication can see the same user interface as you can after they log in. These "Administrator" users use the **Sign in with Microsoft** option on the Log in page to log in, not the **Admin log in** link that you, the Customer Admin, do.

About setting Azure AD authentication On or Off

When setting Azure AD authentication on or off, please note the following:

- You cannot set Azure AD authentication to either **On** or **Off** if any user accounts, except for the Org. representative account, are active.
- All user accounts, except for the Org. representative account, must be manually deleted before KCPS allows the setting change.

Set Azure AD authentication to On

To authenticate users against Azure AD, select **On**, enter the Tenant ID for your organization, and select **Save**. An "Enable Azure AD authentication" message displays. Select **OK** to enable this authentication method.

> 📝 If you see an "Unable to change Azure AD authentication" message, there are still user accounts registered in KCPS that must be deleted before you can change the setting. See the *Delete users* topic in the *Users* chapter for more information about deleting users.

If you don't know your Azure AD Tenant ID, contact your IT department to obtain the ID.

Note the following about turning Azure AD authentication on:

* All users previously added individually or from an import on the Users tab must be manually removed from KCPS except for the Org. representative.
* Users are authenticated on the web interface using their Microsoft credentials.
* First, last, and user names cannot be changed in KCPS.
* Email addresses cannot be changed in KCPS.
* Users cannot change their password in KCPS.
* Users cannot log with user name and password authentication at the KCPS HyPAS. They must use their PIN or ID card for authentication.
* The Organization representative retains a native KCPS username and password, allowing them to log into the web interface. They can also log in to a device from the KCPS HyPAS app by selecting **Admin Login**. This allows the Org rep to change the HyPAS app if Azure AD is unreachable.

Set Azure AD authentication to Off

If you decide to turn Azure AD authentication off after it was previously set to On, select **Off** and select **Save**. A "Disable Azure AD authentication" message displays. Select **OK** to disable this authentication method.

> 📝 If you see an "Unable to change Azure AD authentication" message, there are still user accounts registered in KCPS that must be deleted before you can change the setting. See the *Delete users* topic in the *Users* chapter for more information about deleting users.

Note the following about turning Azure AD authentication off:

* All users that were previously added when Azure AD was on must be manually removed from KCPS except for the Org. representative.
* Authentication reverts back to the native KCPS authentication.
* See the **Users** chapter to add new users.

Device client

The Device client tab contains the following settings:

> 📝 Select **Save** after making any changes.

Print default settings

- **Color mode**: Select if the default printing mode for users is color or black and white printing.
- **Print side**: Select if the default printing sides are on either one or two sides. If two sides, select if the page is flipped on the long edge or the short edge.

Print limit settings

From the menu, select what happens when a user reaches their print limit:

- **Immediately**: When the limit is reached, printing stops immediately. No further pages are printed in the job.
- **Subsequently**: When the limit is reached, printing continues until the job is finished. No pages are printed from any jobs that follow.
- **Alert**: (Default) When the limit is reached, printing continues until the job is finished. Jobs that are printed after the limit is reached display a warning on the device.

Allow printing without Kyocera Cloud Print and Scan?

Yes: Allows printing without Kyocera Cloud Print and Scan (KCPS) credentials.

- This option applies when a user prints using the Kyocera Printing System Driver (KX Driver).
- If **Yes** is selected, KCPS allows users to print using the Kyocera Printing System Driver (KX Driver) and any printing activity is included in user, group, and device reports.

No: KCPS will not allow users to print using the Kyocera Printing System Driver (KX Driver).

> 📝 This setting is applied when the user logs out of the device, exits Administrator mode or restarts the device.

Select **Save** after making any changes.

About "Allow printing without Kyocera Cloud Print and Scan?"

This setting is an independent feature and does not depend on the Offline login feature. It does, however, require to be set while the KCPS server is online.

- When set to **No**, any printing that does not go through either the KCPS Desktop client or linked cloud storage is disallowed.
- When set to **Yes**, anyone in the organization can print on KCPS devices using sources other than the Desktop client, such as other printer drivers, the KX driver without KcoPort(JCS), sending a PDF directly to the printer, for example.

See the *How the "Allow printing without Kyocera Cloud Print and Scan?" and "Offline login" settings interact* topic in the *Appendix* for information about how these two settings interact.

Offline login

Select **On** to let users log on to a device, even if the network is offline. The default setting is **Off**.

• The last 100 users are cached when the device is online. When offline, these 100 users can log in to the device.
• Even if users are deleted from KCPS, any cached information for deleted users is not deleted automatically from the HyPAS application on a device.
• Job logs are collected while in offline mode.
• Offline mode allows unlimited use, even if limits are set.

Select **Save** after making any changes.

About Offline login

The **Offline login** setting lets users log on to the KCPS HyPAS application on a device if the HyPAS application cannot connect to the KCPS server. Note the following about the Offline login setting:

• You must enable Offline login while the KCPS server is online.
• After Offline login is enabled, each user that successfully logs in has their authentication information stored in the HyPAS application. The KCPS HyPAS application stores the 100 most recent logins.
• If the KCPS server goes offline, the 100 most recent users who have successfully logged in since Offline login was activated can log in to the KCPS HyPAS application. If a user had not previously logged in (not in the 100 most recent users), they cannot to log in.
• Even if users are deleted from KCPS, any cached information for deleted users is not deleted automatically from the HyPAS application on a device. You can manually clear the cache on each device. See the *Clear cache tab* topic in the *HyPAS* chapter for more information.

See the *How the "Allow printing without Kyocera Cloud Print and Scan?" and "Offline login" settings interact* topic in the *Appendix* for information about how these two settings interact.

PIN authentication

Select **On** to let users log on to the device using a PIN. The default setting is **Off**.

PINs are generated whenever:

• the PIN authentication is set to **On**
• users are imported
• a user is added manually

📝   Users are sent an email to notify them of their new PIN.

If Azure AD authentication is used, users receive an email with their PIN after their first log in.

Select **Save** after making any changes.

Fax forwarding

The "Fax forwarding" feature forwards incoming faxes on KCPS devices to specified third-party cloud storage services. A copy of the incoming fax is printed at the device, and a copy is sent to the third-party cloud storage service allowing for online retrieval of the fax.

> A fax board and line are required for KCPS devices utilizing Fax forwarding.

Select **On** to forward faxes to a third-party cloud storage service.

> Setting Fax forwarding to **Off** disables fax forwarding for all devices

- **Destination**: Destination is associated with the **Storage location** selected.
  - **Set a common folder for all devices**: All faxes from all connected devices are forwarded to the third-party service selected in Storage location. Set the folder where the forwarded faxes are saved in the **Storage location** area.
  - **Set the folder for each device**: Select this to set a different folder for each device where the forwarded faxes are saved. The forwarded faxes are saved to the Storage location you select. After making this setting, go to the **Devices** tab and edit the **Fax forwarding setting** for each device. See the *Change device settings* topic in the *Devices* chapter for more information.
- **Resolution**: Select the resolution of the forwarded fax for all devices. Resolution can be set to 300 dpi, 200 dpi, or 100 dpi.
- **Storage location**:
  1. Select **Link** next to the third-party cloud storage service where you want faxes to be forwarded. You are asked to log into the service. After the service is linked, the Fax forwarding setting applies to all users in the organization.
     - Only one storage location can be selected.
     - The linked third-party cloud service account for fax forwarding is not related to the linked account storage in the User profile.
     - As the Customer admin, you receive an email when fax forwarding fails. Check to see if the specified folder is available when receiving emails.
  2. By default, all forwarded faxes are stored at the root of the 3rd-party cloud storage service that is linked. To select a folder where all forwarded faxes are stored, select **Choose folder**.

     If you don't want all forwarded faxes going to the same folder, you can specify a different folder for each available device on the **Devices**

tab. See the *Change device settings* topic in the *Devices* chapter for more information.

> If either SharePoint Online or OneDrive are selected as the third-party cloud storage service, you must select the folder where the forwarded faxes are stored. Neither SharePoint Online nor OneDrive allows you to save at the root.

3. In the "Select folder"window, either expand the directory listing to locate the folder or type the folder name in the search box and select **Search** to locate the folder.

> The Search box only searches folders that are currently displayed on the user interface. You must expand the folders that are not displayed if you want to search within those folders.

4. After locating the folder where you want the forwarded faxes stored, select the folder name.
5. Click **Select**. The folder you selected displays next to the **Choose folder** button.

Desktop settings

The Desktop settings tab contains the following settings:

Desktop client

The Desktop client is used to "print" to KCPS from any application that users have on their computer. Documents sent from the Desktop client are added to their Jobs tab in KCPS.

See the *Install the Desktop client* topic in the *Applications* chapter of the *Kyocera Cloud Print and Scan User Guide* for more information about the Desktop client.

Auto-logout limit

As a security measure, when enabled, user sessions are logged out automatically after an inactivity period.

- When **enabled,** the Auto-logout limit is intended for higher security at the expense of user convenience. A Desktop client session logs out after the configured limit as long as the Desktop client is not in use or when the user changes.
- When **disabled**, the Auto-logout limit is for user convenience at the expense of security. A Desktop client session is active for 30 days but will log out of a user session when the user changes.

> Select **Save** after making any changes.

Enable Auto-logout limit: Select **Auto-logout limit** to enable the feature and then select a time.

- Your selection is the default Auto-logout limit for all members of your organization.

  - 15 minutes
  - 30 minutes
  - 1 hour
  - 24 hours

  > 📝 Regardless of the "Auto-logout limit" time setting, if a user locks their computer or their computer goes to sleep, their Desktop client session is automatically logged out.

- Changes you make to the Auto-logout limit are enforced when users log in again.

User actions that reset the auto-logout limit are:

- hovering over the job list
- interacting with the job list
- printing from an application, specifically when the Desktop client receives print data from the printer driver

Disable Auto-logout limit: Clear the **Auto-logout limit** check box to disable the feature.

- With Auto-logout disabled, a user's Desktop client session is active for 30 days but will log out of a user session when the user changes.
- Changes you make to the Auto-logout limit are enforced when users log in again.

Disable version update notification

Select **On** to prevent users from receiving any Desktop Client update notifications when the Desktop client is updated. If users cannot install the Desktop Client themselves, there is no need for them to receive the update notification.

The default setting is **Off**, which allows users to receive Desktop Client update notifications when the Desktop Client is updated.

Regardless of the setting, all Customer Admins receive an email about a new software version.

> 📝 Select **Save** after making any changes.

Storage

The Storage tab contains the following settings:

> 📝 Select **Save** after making any changes.

Linked storage accounts

You can allow users to link cloud storage accounts to KCPS. These linked storage accounts let users print documents from or scan documents to these accounts when using the HyPAS application on a device.

To link storage accounts

Select the cloud storage accounts you want users to access when they log in to their accounts. Storage accounts that are not selected are not visible to users.

For each storage account, select the permissions.

- **Print**: Allow printing from the storage account.
- **Scan**: Allow scanning to the storage account.

Select **Save**.

> The "Scan to me" feature, which sends a link to the user via email to download the scanned documents, is only available when both Kyocera Cloud Print and Scan storage and "Scan" are enabled.

Users go to **User profile** > **Storage** > **Link a storage account** to link any available storage accounts they want to use.

To unlink a storage account

Clear the check mark for the storage accounts you want to unlink and select **Save**. On the "Disable storage" window, select **Disable**.

> This action cannot be undone. Unlinking a storage account disables access to any files stored on this provider for all users.

Edit your Kyocera Cloud Print and Scan user profile

You can update your Kyocera Cloud Print and Scan (KCPS) user profile at any time.

1 Open your browser and log in to your KCPS account.

2 Select your user name and then select **User profile**.

3 Four tabs contain settings for your user profile. Select the tab that contains the setting you want to change:

General

> On the General tab, you can change your first name, last name, user name, and email. See the *General tab* topic for more information.

Password

> On the Password tab, you can change your current password. See the *Password tab* topic for more information.

Advanced

> On the Advanced tab, you can enable or disable contact-free printing, view and update your PIN authentication, and manage ID cards. See the *Advanced tab* topic for more information.

Storage

> On the Storage tab, you can link or unlink to cloud storage accounts. See the *Storage tab* topic for more information.

4 After making any changes on a tab, select **Save**.

General

The General tab contains the following settings:

First name

> Displays your current first name. The first name can be up to a maximum of 255 characters. Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.

Last name

> Displays your current last name. The last name can be up to a maximum of 255 characters. Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.

User name

> Displays your current user name. Your user name can a minimum of 4 up to a maximum of 64 characters. Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.

Email address

> Displays your current email address. Your email address can be up to 132 characters.

> 📝 If you change your email address on this page, an email is sent to both your old and new email addresses. You must go to your new email account, open the email from Kyocera Cloud Print and Scan and select **Change email address** within 24 hours for the email change to take effect.

Current role

Displays your current role. If your current role is Administrator, you can change your role to Organization representative.

Password

The Password tab contains settings to change Customer Admin password.

Change your password

You can change your Kyocera Cloud Print and Scan (KCPS) Customer Admin password.

1 Open your browser window and log into your KCPS account.

2 Select your user name and then select **User profile**.

3 Select the **Password** tab.

4 Enter your current password and then your new password and a confirmation of the new password.

5 Select **Save**.

The changes you make are effective immediately. Note your new password since you must use it the next time you log in.

Forgot your password

If you forgot your Customer Admin password, request a password reset from the "Log in" window.

1 Open your browser and go to the Kyocera Cloud Print and Scan (KCPS) "Log in" page.

2 Select **Forgot password**.
The "Reset password" window displays.

3 Enter the email address you use for KCPS.

4 Select **Reset password**.
A "Reset password" message displays.

5 Select **OK**.
A password reset email is sent to the email address you entered. You have 24 hours to reset your password before the reset link expires.

6 Go to the email account that you entered for the password reset.

7 Open the "Reset Your Password" email from KCPS.

8 Select **Reset password**.
The KCPS "Enter a new password'' window displays.

9 Enter a new password and password confirmation. If the password and confirmation match, the Save button becomes available.

10 Select **Save**.
The password edit is saved, and you are returned to the "Log in" window. Log in using your new password.

You are sent a "Your Password Has Changed" email to confirm that your password is updated.

Advanced

The Advanced tab contains the following settings:

Enable contract-free printing

Allows you to print up to 20 of your queued print jobs one after another using the settings made from the Desktop client or printer driver. See the *Enable contact-free printing* topic for more information.

PIN authentication

Allows you to view your current PIN or generate a new PIN. See the *PIN authentication* topic or the *Generate a new PIN* topic for more information.

ID card

Allows you to view and manage your ID cards. See the *ID card status* topic or the *Register an ID card* topic for more information.

Skip HyPAS App print settings

Allows you to skip the print settings screen on the KCPS HyPAS application when printing at a device. See the *Skip HyPAS App print settings* topic for more information.

Enable contact-free printing

When you set "Enable contact-free printing" to **On**, you can print up to 20 of your queued print jobs one after another using the settings made from the Desktop client or KX Driver. After you log in on a supported device, you are not asked at the device to specify settings for each job.

1 Open your browser and log into your Kyocera Cloud Print and Scan (KCPS) account.

2 In the top right corner of the KCPS window, select your user name and then **User profile**.

3 Select the **Advanced** tab

4 In the "Enable contact free-printing" area, select **On**.

5 Select **Save**.

To turn off "Enable contact-free printing," repeat the steps except select **Off**.

PIN authentication

You can view the PIN that you use to log in to a device that has Kyocera Cloud Print and Scan (KCPS) installed.

1 Open your browser and log in to your KCPS Customer Admin account.

2 Select your user name and then select **User profile**.

3 Select the **Advanced** tab.

4 In the PIN authentication area, your current PIN and the date and time when the PIN was last generated are displayed.

Generate a new PIN

You can generate a new PIN to log in to a device that has Kyocera Cloud Print and Scan (KCPS) installed,

1 Open your browser and log in to your KCPS Customer Admin account.

2 Select your user name and then select **User profile**.

3 Select the **Advanced** tab.

4 In the PIN authentication area, select **Generate PIN**.

> The **Generate PIN** button only becomes available 7 days after the last PIN was generated. Check the "Last generated" date and time if the button is not currently available.

A new PIN is generated.

After the new PIN is generated, a message displays beneath the new PIN. This message does not display once 7 days have elapsed.

ID card status

You can check and manage the ID cards currently registered to your account.

1 Open your browser and log in to your KCPS Customer Admin account.

2 In the top right corner of the KCPS window, select your user name and then **User profile**.

3 Select the **Advanced** tab.

4 Scroll to the "ID card" area.
The cards currently registered to your account are displayed. If there are no cards registered to your card, see the *Register an ID card* topic for information about registering an ID card.

5 You can manage or deactivate any of the cards listed.

Register an ID card

There are two ways to register your ID card with Kyocera Cloud Print and Scan (KCPS):

• Register the card at a device with an ID card reader.
• Add the card to your KCPS user profile using a web browser.

To register an ID card for yourself, see the *Register an ID card* and the *Register an ID card on your KCPS user profile* topics in the *Getting started* chapter of the *Kyocera Cloud Print and Scan User Guide*.

Skip HyPAS App print settings

If you always use the default print settings when printing at a device using KCPS, you can set "Skip HyPAS App print settings" to **Enable**, to save a step when printing. After choosing documents, select the **Print** icon to initiate printing without seeing the printer options screen.

If you need to change the print settings after choosing documents and this setting is enabled, select the "Print preference" icon next to the Print icon to view the printer options screen.

1 Open your browser and log into your KCPS account.

2 In the top right corner of the KCPS window, select your user name and then **User profile**.

3 Select the **Advanced** tab.

4 Scroll to the "Skip HyPAS App print settings" area.

5 Select **Enable**.

6 Select **Save**.

You can disable the "Skip HyPAS App print settings" feature at any time by repeating the steps above and selecting **Disable** and then **Save**.

Storage

The Storage tab contains settings for:

Link a storage account

Lets you link to available cloud storage accounts. See the *Link a storage account* topic or the *Disconnect from a storage account* topic for more information.

Default linked storage account

> Lets you specify which linked cloud storage account to use as the default linked cloud storage account on the HyPAS application at a device.

Link a storage account

You can link to these third-party cloud storage services if your organization has made them available to your organization:

- Box
- Box Enterprise
- Google Drive
- Google Drive for Google Workspace
- OneDrive
- OneDrive for Business
- SharePoint Online

Once linked, you can print documents from your third-party cloud storage and scan documents to store on these services. Any print quotas or policies that apply to your Kyocera Cloud Print and Scan (KCPS) account apply as well when you are printing from any third-party cloud service.

1 Open your browser and log into your KCPS account.

2 In the top right corner of the KCPS window, select your user name and then **User profile**.

3 Select the **Storage** tab.

4 Scroll to the "Link a storage account" area. You can link to any or all of the storage services listed.

> Only third-party storage services available to you display. If your organization has not made a service available, it does not display in the "Link a storage account" area.

5 Select **Link** next to a cloud storage service name.

6 Follow the instructions provided on-screen to access and validate your cloud storage account.
Once the service is activated, a green check mark displays next to the **Unlink** button (A).

When you log in at a device to print or scan using KCPS, your linked cloud storage services display as locations where you can send scans or where you can retrieve print-ready documents for printing.

"Re-link expired linked account" message

The "Re-link expired linked account" message displays on a device when you try to use a linked storage account where the account log in information you provided has expired.

See the "Link a storage account" topic for information about linking the storage account.

Disconnect from a storage account
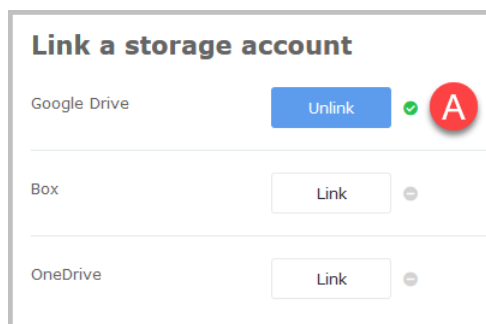
1 Open your browser and log into your Kyocera Cloud Print and Scan (KCPS) account.

2 In the top right corner of the KCPS window, select your user name and then **User profile**.

3 Select the **Storage** tab.

4 To disconnect from a third-party cloud storage service, select **Unlink** next to the service name.
The "Unlink storage account" window displays.

5 Select **OK**.
The **Unlink** button changes to **Link**.

The cloud storage service is no longer linked to your Kyocera Cloud Print and Scan account. You can re-link to the service at any time.

Default linked storage account

You can specify which linked cloud storage account to use as the default cloud storage on the KCPS HyPAS application. For example, if you linked Box, selecting

it as the default will automatically use Box as the storage when logging in on the HyPAS app on a device.

None is the default setting.

- If "None" is selected, but there is only one available linked storage, the "Service menu screen" (Storage selection screen) is skipped, and that storage page is displayed on the KCPS HyPAS application.
- If you do not specify a default linked storage account and have more than one available, you must select a storage account each time you use the KCPS HyPAS application.

1 Open your browser and log into your KCPS account.

2 In the top right corner of the KCPS window, select your user name and then **User profile**.

3 Select the **Storage** tab.

4 Scroll to the "Default linked storage account" area and select the linked storage account you want to use as the default.

> 📝 Only the storage services you have linked display in the menu. Unlinked storage services do not display in the "Default linked storage account" menu.

5 Select **Save**.

After logging in to KCPS on a device, your default linked storage account default displays as the first screen.

If you want to use a different linked storage account, select the back icon in the top left corner and select a linked storage account from the list.
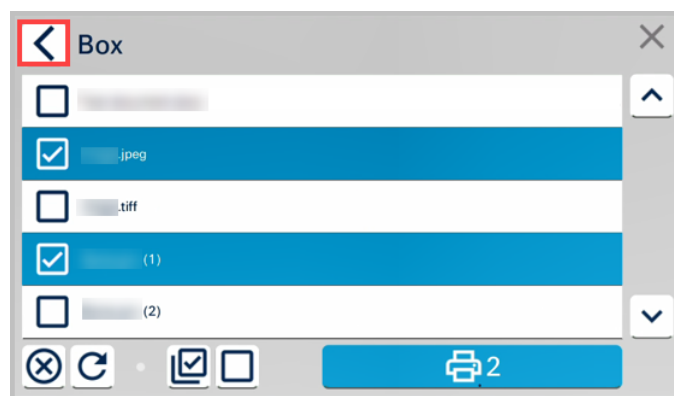
Log out of your account

Logging out of your account when you have finished using Kyocera Cloud Print and Scan is good security practice.

Select your user name and then select **Log out**.
The Log in window displays after you are logged out.

System emails

As the Customer admin, Kyocera Cloud Print and Scan (KCPS) sends you emails when certain system events occur. This list includes the system event and when the email is sent:

When the trial license expires

For licenses that do not transition from a trial to an official license:

- Two weeks before the KCPS trial license expires so that you know when the KCPS license will expire.
- The day the trial license expires so that you know that the expired KCPS licenses are removed. Users no longer have access to KCPS

When the trial period expires

For licenses that transition from trial to an official license:

- Two weeks before the trial period expires so that you know when the KCPS license transitions from a trial to an official license.
- The day the trial period expires so that you know that the KCPS license transitioned from a trial to an official license.

When the trial license is manually converted to official

- Immediately after a manual conversion from trial license to official license. This email is sent to you, as the Customer Admin, and the Org rep to confirm the conversion.

When a contract expires

- Two weeks before the contract expires (when Auto Renewal is **enabled**)
- Two weeks before the contract expires (when Auto Renewal is **disabled**)
- One week before the contract expires (when Auto Renewal is **enabled**)
- One week before the contract expires (when Auto Renewal is **disabled**)
- The day the contract expires (when Auto Renewal is **enabled**)
- The day the contract expires (when Auto Renewal is **disabled**)

When the license count is exceeded

- If your organization exceeds the license count.

  You receive this email if you try to register additional devices beyond your license agreement. Contact your provider to upgrade your license or remove one or more existing devices.

Device not activated

- 12 months after a device has been added to the system but not activated

Device inactivity

- 12 months after a device has not been used

EULA change

- Immediately after the EULA is updated. The email includes when the update goes into effect.

Privacy statement change

- Immediately after the Privacy statement is updated. The email includes when the update goes into effect.

User account inactivity

- 11 months after a user account has been inactive
- 12 months after a user account has been inactive

4 Users

The Users tab displays the users in your organization that you manage. You can also add and edit groups and assign users to those groups.

> If Azure AD is used for authentication, any users removed from Azure AD are not automatically removed from KCPS. You must manually remove these users from KCPS. See the *Delete users* topic for more information.

As you add groups and assign users to the groups, the groups are visible on the Users tab along with the users associated with those groups and the quota limits for each user.

You can monitor activity on the Users tab to see if users or groups are approaching their limits and make adjustments to the limits if necessary.

- A warning displays if the quota for a user account is more than 90% of their limit.
- A critical warning displays if the quota for a user account is 100% of their limit.

Kyocera Cloud Print and Scan (KCPS) automatically deletes users that have been inactive for 12 months. Deleted users must have new accounts created to be able to log in again.

> Organization representatives (Org reps) are not automatically deleted, even if the Org rep has not logged in within the 12 months. This is to prevent organizations from not having at least one user.

See the *Kyocera Cloud Print and Scan roles and access* topic in the *Appendix* for information on what the Customer admin and Customer users can access.

Add users

On the Users tab, you can add users to the Customer portal. If you want to add multiple users at once, see the *Import users* topic.

> The **Add user** feature is not available if you are using Azure AD for authentication.

1 Open your browser and log in to your Kyocera Cloud Print and Scan (KCPS) account.

2 Select the **Users** tab.

3 Select **Add user**.

> 📝 The maximum number of users that can be added to an organization is 10,000. After 10,000 users, the **Add** button is disabled.

4 Enter the following user information:

Item	Description
Group name	Select a group to which the user will belong. If there are no groups established only the "Default group" is available.
User name	Between 4 and 64 characters are allowed. Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.
First name	Up to 255 characters are allowed. Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.
Last name	Up to 255 characters are allowed. Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.
Email address	Up to 132 characters are allowed. Duplicate email addresses are not allowed.
ID card	In the text box, enter the ID card number and select **Add**. You can enter multiple ID cards for the same user by adding another ID card number in the blank ID card text box and selecting **Add** again. If you enter an incorrect ID, select the trash icon. Up to 31 characters are allowed. Numbers 0-9 and characters a-z, A-Z are allowed. Any upper case characters you enter are converted to lower case when saved. Duplicate ID cards are not allowed.
Role	Select the role for the user: • **Administrator**: This user has access to the Users, Devices, and Reports tabs. • **User**: Is a user of the KCPS features.

5 Select **Add**.
A message displays that a sign-up email was sent to the user to complete the sign-up process. If PIN authentication is set to **On**, users are sent an email to notify them of their new PIN.

The added user displays in the Users list. Repeat the procedure for each user you want to add.

Expired link in the activation email

Users who wait longer than seven days to activate their account will find that the activation link does not work. After seven days, the system deletes inactive user accounts and then anonymizes any entered user data.

If a user contacts you that they have an expired activation link, go to the **Users** tab and add the user again. They receive another email with a new activation link.

Import users

If you have many users to add, it is more efficient to import users instead of adding them one at a time.

📝 Existing user accounts are not overwritten when importing users. To modify an existing user account, see the *Edit users* topic.

📝 The Import users feature is not available if you are using Azure AD for authentication.

1 Open your browser and log in to your Kyocera Cloud Print and Scan (KCPS) account.

2 Select the **Users** tab.

3 Select **Import users**.

📝 The maximum number of users that can be in an organization is 10,000. If you try to import users that put the total number of users over 10,000, and import error displays.

The Import users window displays.

4 Select **Download the template (.csv)** and open the downloaded template in Excel or a text editor.

5 Enter the required information for new users into the template, one user per row.
- The User name must be between 4 and 64 characters.
- The first and last name can be up to 255 characters each
- The email address can be up to 132 characters.
- Space, hyphen and . @ _ ' ! # ^ ~ characters are allowed.

6 Save the template in a location where you can retrieve it.

7 Upload the user file using one of these methods:
   a) Drag and drop the file onto the Import users window.
   b) On the Import users window, select **Browse**, browse to and open the import file.
   KCPS displays an import file report indicating how many users are being imported and which rows are skipped if you begin the import.

8 If there are errors in the import file, select **Cancel** and correct the errors indicated.

9 Once you are satisfied with the import and no errors are reported, select **Add**.

The new users are added and appear in the Users list. Sign-up emails are sent to the users to complete the sign-up process. If PIN authentication is set to **On**, users are sent an email to notify them of their new PIN.

Edit users

Only the Customer admin can edit users in the Customer portal.

1 Open your browser and log in to your Kyocera Cloud Print and Scan (KCPS) account.

2 Select the **Users** tab.

3 (Optional) Select a group from the **View** menu to only display the members of a single group.

4 From the list displayed, select the check box next to the user name you want to edit. If the list is lengthy, enter the user name, first name, last name, or email in the Search box and select **Search** to locate the user.

5 Select **Edit user**.

> You can only edit one user at a time. If you have multiple users selected, you must clear all but one user before **Edit user** becomes available.

> If the user has not activated their account, they cannot be edited.

The "Edit user" window displays.

6 Edit items, as needed.

You can change the role of the user in the Role area:

Role	Description
Organization representative	Select this if you want the user to become the contact person for the organization. > If Azure AD is being used for authentication, a user's role cannot be changed to Organization representative.

Role	Description
Administrator	Select this if you want the user to become an admin for the organization. They have access to the Users, Devices, and Reports tabs.
User	This is the default role.

7 Select **Save**.

8 If you want to edit another user and you used a search to find the last user you edited, clear the search result by selecting the **X** in the search result notice.
The user list refreshes and displays all users.

Change a user's role

You can change the role of a user in three places on the user interface:

- On the Users tab, you can change any user's role to a different role
- On the Organization profile window, you can select a different user to take your place as Organization representative if you are going to be absent
- On your User profile window, if you are an administrator, you can select a different role

Change a user's role on the Users tab

You can quickly change a user's role in Kyocera Cloud Print and Scan (KCPS) to a different role on the Users tab.

1 Open your browser and log in to your KCPS account.

2 Select the **Users** tab.

3 From the list of users, locate the user whose KCPS role you want to change.

4 In the Role column, select the drop-down menu next to the user's user name.

5 From the menu, make a selection.

- **Org representative**: Select this if you want the user to become the contact person for the organization. A warning message displays letting you know that the Organizational representative is being changed. Select **OK** to proceed with the change.
- **Administrator**: Select this if you want the user to become an admin for the organization. This is useful if you will be away and need someone to administer KCPS while you are away. They have access to the Users, Devices, and Reports tabs.

- **User**: This is the default role.

The change in role is immediate. The change is indicated in the user list with an icon next to the user name.

Icon	Role
	Organizational representative
	Administrator
(No icon)	User

Change your user role on the Organization profile

You can pass your role as Organization representative to another user if you are going to be absent.

1 Open your browser and log in to your Kyocera Cloud Print and Scan (KCPS) account.

2 Select your user name in the top right corner and then select **Organization profile**.

3 From the **Organization representative** menu, select a user that you want to assign as Organization representative. They receive all emails and communications that would ordinarily be sent to you.

4 Select **Save**.

The user you selected is now acting as an Organization representative. You can follow this same procedure and set yourself again as the Organization representative when you no longer need another user to act on your behalf.

Change your user role on your User profile

You can change your user role on your User profile window.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select your user name in the top right corner and then select **User profile**.

3 In the Current role area, select a different role for yourself if you are an Administrator. If you cannot change your role on your User profile, a message displays the reason why.

4 After changing your role, select **Save**.

Delete users

You can delete a single user or select multiple users and delete them with a single action.

📝 You cannot delete an Organization representative (Org rep), even if the Org rep has not logged in within the 12 months. This is to prevent organizations from not having at least one user.

📝 If Azure AD is used for authentication, any users removed from Azure AD are not automatically removed from KCPS. You must manually remove these users from KCPS using this procedure.

⚠️ Once a user is deleted, their account cannot be recovered. All data for the deleted user is anonymized in reports.

1 Open your browser and log in to your Kyocera Cloud Print and Scan (KCPS) account.

2 Select the **Users** tab.

3 To delete a single user:
   a) From the list displayed, select the check box for the user name you want to delete. If the list is lengthy, enter the user name in the Search box and select **Search** to locate and then select the check box.
   b) Select **Delete**. The "Delete user" window displays.
   c) Go to Step 5.

4 To delete multiple users:
   a) From the list displayed, select the user names you want to delete. If the list is lengthy and the users you want to delete are in a Group, change the **View by group** filter to the appropriate group and then select the users to delete.
   b) Select **Delete**.
      The "Delete users" window displays indicating the number of users to be deleted.

5 Select **OK**.

The user or users are removed from KCPS. Their data is anonymized in KCPS reports.

About groups

Groups logically gather similar users together. For example, you can set up groups for different divisions in your organization, for different teams, or whatever makes sense.

📝 There is a maximum of 1,000 groups in an organization. After 1,000 groups, the **Add** button is disabled.

The first time you open the Users tab as the Customer admin in a new organization, you must create the Default group. All users are initially placed in the Default group until assigned to a different group. The Default group cannot be deleted. See the *About the Default group* topic for more information.

When you set up a group, you also set the following for users added to the group:

- Group name
- Monthly print limits

> 📝 You set up monthly print limits when establishing a group. The settings on the **Organization profile** window control what happens to a user's job when they reach their monthly print limit. See the *Edit the Organization profile* topic in this guide for more information.

- Print policy

After you create a group, you can assign members to the group, remove members from the group, edit the group name, and edit the policies in effect for the group.

> 📝 A user can only be in one group at a time. If you try to add them to another group, they are removed from their original group and moved to the new group.

Creating the Default group

The first time you open the Users tab as the Customer admin in a new organization, you must create the Default group before you can do anything else on the Users tab.

1 Select the **Users** tab.

2 Select **Create the Default group**.
The "Create Default group" window displays.

3 Enter the following group information:

Group name (Default group)

Enter a group name. Up to 255 characters are allowed. Use the format for group names required by your organization, such as

LDAP group names. This name has "(Default group)" appended to the end of the group name you enter.

> A group name is restricted to alphanumeric characters only. Symbols and punctuation are not allowed.

Monthly print limit

Maximum total printed pages: Select the check box to restrict the total number of pages a user in the group can print in a month. The default number of pages is 100.

> If you do not select the check box, users can print an unlimited number of pages.

Maximum color printed pages: Select the check box to restrict the total number of color print pages a user in the group can print in a month. The default number of color printed pages is 10.

> If you do not select the check box, users can print an unlimited number of color pages.

> If the "Maximum color printed pages" is set higher than the "Maximum total printed pages," the "Maximum total printed pages" automatically resets to the color printing.

Print policy

Black and white printing only: Select the check box to restrict printing to force all jobs submitted to print in black and white. See step 4 for more information on how this setting behaves in conjunction with the Print default settings on the **Organization profile** > **Device client** window.

Force duplex: Select the check box to force all jobs to be printed duplex (2-sided). Jobs sent as simplex (1-sided) are automatically printed duplex.

> KCPS cannot apply the Force duplex policy to any jobs sent from the KX Driver.

4 How the "Print policy" setting on the "Add group" window functions depends on the current "Print default settings." The "Print default

settings" are located on the **Organization profile** > **Device client** window. Change the settings based on the HyPAS behavior you want users to see.

"Black and white printing only" in Group settings	Print default settings	HyPAS behavior
Enabled	Either **Color** or **Black and white** are set	• Default value is Black and white • User can not change to Color
Disabled	Color	• Default value is Color • User can change to Black and white
Disabled	Black and white	• Default value is Black and white • User can change to Color

5 Select **Add**.

The Default group is created and displayed on the **Users** tab. Users not assigned a group when added or imported are automatically added to this "Default group" and have the monthly print limit and print policy associated with the group.

Edit the Default group

You can edit the Default group settings at any time to meet the changing needs of your organization.

1 Select the **Users** tab.

2 Select **Edit/delete groups**.
The "Edit and delete groups" window displays. The Default group always appears at the top of the list and does not have a delete (trash) icon.

3 Select the edit (pencil) icon.
The "Edit group" window displays.

4 Make any edits required.

5 Select **Save**.

All users in the Default group now have any updated policies applied to them when using Kyocera Cloud Print and Scan.

Add a group

You can add a group at any time.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select the **Users** tab.

3 Select **Add group**.

4 Enter the following group information:

Group name

Enter a group name. Use the format for group names required by your organization, such as LDAP group names.

> 📝 A group name is restricted to alphanumeric characters only. Symbols and punctuation are not allowed.

Monthly print limit

Maximum total printed pages: Select the check box to restrict the total number of pages a user in the group can print in a month. The default number of pages is 100.

> 📝 If you do not select the check box, users can print an unlimited number of pages.

Maximum color printed pages: Select the check box to restrict the total number of color print pages a user in the group can print in a month. The default number of color printed pages is 10.

> 📝 If you do not select the check box, users can print an unlimited number of color pages.

> 📝 If the "Maximum color printed pages" is set higher than the "Maximum total printed pages," the "Maximum total printed pages" automatically resets to the color printing.

Print policy

Black and white printing only: Select the check box to restrict printing to force all jobs submitted to print in black and white. See step 5 for more information on how this setting behaves in conjunction with the Print default settings on the **Organization profile** > **Device client** window.

Force duplex: Select the check box to force all jobs to be printed duplex (2-sided). Jobs sent as simplex (1-sided) are automatically printed duplex.

5 How the "Print policy" setting on the "Add group" window functions depends on the current "Print default settings." The "Print default

settings" are located on the **Organization profile** > **Device client** window. Change the settings based on the HyPAS behavior you want users to see.

"Black and white printing only" in Group settings	Print default settings	HyPAS behavior
Enabled	Either **Color** or **Black and white** are set	• Default value is Black and white • User can not change to Color
Disabled	Color	• Default value is Color • User can change to Black and white
Disabled	Black and white	• Default value is Black and white • User can change to Color

6 Select **Add**.
A message displays that the group was successfully added.

7 Repeat the process to add other groups.

Edit/Delete group

You can edit group settings or delete a group from the same window.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select the **Users** tab.

3 Select **Edit/delete groups**.
The "Edit and delete groups" window displays.

4 To edit a group:
  a) Locate the group to edit and select the edit icon (pencil) in the same row as the group name.
     The "Edit and delete groups" window displays.
  b) Edit items, as needed
  c) Select **Save**.

5 To delete a group:
   a) On the Users tab, locate the group to delete and select the delete icon (trash can) in the same row as the group name.
   The "Delete group" window displays.
   b) Select **OK**.
   The group is deleted, and all users in the group are moved to the Default group. Leave the users unassigned or assign them to new groups.

6 Select **Close**.

Move users to a different group

Users can be moved from their current group to a different group.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select the **Users** tab.

3 Locate the user or users you want to move to another group.

> You can move all group members by selecting the check box next to the Role column header. You can also select members of different groups and move all selected users to a new group.

4 Select **Move users**.
The Move users window displays.

5 Select the group name from the list presented. If the list is lengthy, use the Search box to search for the group name.

6 Select **Move**.
The "Move to group" window displays.

7 Select **OK**.
A message displays to notify you of the results of the move.

Check the group where you move users to verify that they were moved correctly.

ID cards

Check a user's ID cards

You can check to see if a user has any ID cards associated with their account.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select the **Users** tab.
The ID card column contains the count of ID cards for each user.

3 If a user has an ID card associated with their account, select the ID count number to view the user's ID card numbers and when each card was registered to the user.

Register a user's ID card

You can register new ID cards for a user, but you cannot register a card already registered to another user.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select the **Users** tab.

3 From the list displayed, select the check box next to the user name you want to edit. If the list is lengthy, enter the user name, first name, last name, or email in the Search box and select **Search** to locate the user.

4 Select **Edit user**.

> You can only edit one user at a time. If you have multiple users selected, you must clear all but one user before **Edit user** becomes available.

> If the user has not activated their account, they cannot be edited.

The "Edit user" window displays.

5 Scroll to the "ID card" area.
The cards currently registered to the user's account are displayed.

6 In the text box, enter the ID card number.

Up to 31 characters are allowed. Numbers 0-9 and characters a-z, A-Z are allowed. Any upper case characters you enter are converted to lower case when saved. Duplicate ID cards are not allowed.

7 Select **Add**.
The ID card is registered. A message displays if you have entered a duplicate ID card number.

8 If you have more than one card to register for this user, repeat steps 5 through 7 for each additional card.

9 After entering all the ID cards for the user, select **Save**.
The Users tab displays.
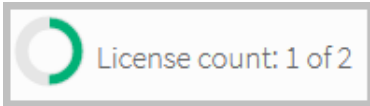
Delete a user's ID card

You can delete an ID card associated with a user's account.

1 Open your browser and log in to your Kyocera Cloud Print and Scan account.

2 Select the **Users** tab.
The ID card column contains the count of ID cards for each user.

3 If a user has ID cards associated with their account, select the ID count number to view the ID card numbers and when they were registered to the user.
The ID card window displays.

4 Locate the card that is to be deleted and then select the trash can icon.
A warning displays about deleting the ID card.

5 Select **OK** to delete the ID card from the user's account.

6 You can continue deleting other cards for this user or select **Close** to return to the Users tab.

5 Devices

The Devices tab displays the devices that have been associated with Kyocera Cloud Print and Scan (KCPS). The information displayed on this tab includes:

Item	Description
License count	Displays how many licenses have been used and the license limit.
Status	Displays the current status of the connected device. The status can be: • Activated: The device has been registered in KCPS • Assigned: The device has been created but not yet registered in KCPS
Last connected	If the device is not connected, the day and time that the device was last connected displays.
Model name	The model name of the device.
Serial number	The serial number of the device. The serial number is used to register the device.
IP address	The IP address of the device.
Host name	The host name of the device.
HyPAS version	The version of the installed HyPAS package.
PIN	The PIN is used to open the HyPAS application settings panel on the device. If you set up the PIN here, the step where the PIN is manually added on a device when the KCPS HyPAS application is set up on a device can be skipped. See the *Set up HyPAS* chapter for more information.

Add devices

You can add devices to Kyocera Cloud Print and Scan (KCPS) either before adding the HyPAS application to the devices or after the HyPAS application is installed. In either case, adding devices to KCPS makes the devices available to users.

> 📝 A maximum of 1,000 devices can be added.

1 Open your browser and log in to your KCPS account.

2 Select the **Devices** tab.

3 Select **Add**.
The "Add devices" window displays.

4 To add a single device:
   a) Enter the device serial number. The serial number must be 10 or more characters long and contain only letters and numbers.
   b) Add the PIN to be used to access the KCPS panel on the device. If you do not enter it here, it must be added manually when the HyPAS application is set up on the device.
   c) In the "Authentication information" area, enter the authentication User name and Password if they have been changed from the default on the device.

5 To add multiple devices:

> 📝 If you add multiple devices on the same "Add devices" window, all devices added will use the same PIN and authentication User name and Password.

   a) Enter the device serial number. The serial number must be 10 or more characters long and contain only letters and numbers.
   b) Select **+**.
       A new Device serial number text box displays.
   c) Enter the device serial number for the next device.
   d) Continue adding devices as needed.
   e) Add the PIN to be used to access the KCPS panel on the device. If you do not enter it here, it must be added manually when the HyPAS application is set up on the device.
   f) In the Authentication information area, enter the authentication User name and Password if they have been changed from the default on the device.

6 Select **Add**.
The devices added appear on the Devices tab.

> 📝 Adding a device that is already registered in another organization results in an error message. The error message includes the tenant ID where the device is currently registered. Remove the device from the "Add device" window since you cannot add this device.

KCPS attempts communication with each device.

- Printer information displays if the communication with an added device is successful.
- If the communication is not successful for a device, check that the device serial number is correct. If incorrect, delete the device and add it again with the correct serial number.

If **Fax forwarding** is enabled, the forwarded faxes are saved in the selected "Storage location" folder of the indicated third-party storage service. See the *Change device settings* topic in this chapter and the *Fax forwarding* topic in the *Getting started* chapter for more information.

Change device settings

The User name and Password for a device can be changed on the Devices tab. Changing these settings changes the credentials used to authenticate the device with Kyocera Cloud Print and Scan (KCPS).

If Fax forwarding is set up on the **Device client** tab of your Organization profile, you can specify the folder where forwarded faxes are stored on the indicated third-party storage service.

1 Open your browser and log in to your KCPS account.

2 Select the **Devices** tab.

3 From the list of devices, select the check box for the device, and then select the **Settings** icon.

If the list is lengthy, enter the Model name, Serial number, HyPAS version, IP address, or Host name in the Search box and select **Search** to locate the device. Select the check box for the device and then select the **Settings** icon.

The "Device settings" window displays.

4 Change the User name or password for the device.

> Before changing either the User name and Password for the device, make sure the Device serial number is correct, otherwise you may change these settings on the wrong device.

5 (Optional) **Fax forwarding setting**:

If Fax forwarding has been set on the **Device client** tab of your Organization profile to "Set the folder for each device," you can change the

folder where the forwarded faxes are stored on this device. If you do not select a folder, the forwarded faxes are stored in the root folder.

a) Select **Choose folder** to specify the folder where forwarded faxes are saved for this device in the indicated third-party storage service. The "Select folder" window displays.

b) Either expand the directory listing to locate the folder or type the folder name in the search box and select **Search** to locate the folder.

> The Search box only searches folders that are currently displayed on the user interface. You must expand the folders that are not displayed if you want to search within those folders.

> If either SharePoint Online or OneDrive are selected as the third-party cloud storage service, you must select the folder where the forwarded faxes are stored. Neither SharePoint Online nor OneDrive allows you to save at the root.

c) After locating the folder where you want the forwarded faxes stored, select the folder name.

d) Click **Select**. The folder you selected displays next to the **Choose folder** button.

6 Select **Save**.
A "Successfully updated" message displays if the device accepted the change.

Change Print limit settings

The "Print limit" option controls what happens to a user's job when the print limit is reached.

> The device needs to be authenticated with Kyocera Cloud Print and Scan (KCPS) to change the "Print limit" option on the device.

1 Open your browser and log in to your KCPS account.

2 In the top right corner of the window, select your user name.

3 From the menu, select **Organization profile**.
The Organization profile window displays.

4 In the "Print limit settings" area, make a selection from the menu:

- **Alert**: (Default): When the limit is reached, printing continues until the job is finished. Jobs that are printed after the limit is reached display a warning on the device.
- **Immediately**: When the limit is reached, printing stops immediately. No further pages are printed in the job.
- **Subsequently**: When the limit is reached, printing continues until the job is finished. No pages are printed from any jobs that follow.

Delete devices

You can delete any devices from the devices tab one at a time or select multiple devices to delete all at once. Once a device is deleted, the action cannot be undone.

1 Open your browser and log in to your Kyocera Cloud Print and Scan(KCPS) account.
The Users tab is selected by default after you log in.

2 Select the **Devices** tab.

3 To delete a single device:
   a) From the list of devices, select the device to delete. If the list is lengthy, enter the device's Serial number in the Search box and select **Search** to locate the device.
   b) Select the **Delete** icon.
   The "Delete devices" window displays.
   c) Select **Delete**.
   The device is immediately removed from KCPS, and the "Device limit" is updated.

4 To delete multiple devices:
   a) From the list of devices, select the devices to delete.
   b) Select the **Delete** icon.
   The "Delete devices" window displays.
   c) Select **Delete**.
   The devices are immediately removed from KCPS, and the "Device limit" is updated.

6 Reports

You can generate reports for your organization.

- Reports run immediately.
- A maximum of ten reports display in the Results area, with the oldest reports removed as new reports are generated.

Usage

Usage reports contain counts for users, devices, and user groups. Make a selection from the **Usage** area of the menu:

User report

The User report contains the following columns and counts for each user, in this order:

- Name, Group name, B&W pages, Color pages, Duplex, Simplex, B&W print, Color print, B&W copies, Color copies, Fax, Scan (Cloud Print and Scan), Scan (3rd party cloud storage), Scan (Copy), Scan (Fax), Scan (Other)

> The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

Device report

The Device report contains the following columns and counts for each device, in this order:

- Model name, IP address, Serial number, B&W pages, Color pages, Duplex, Simplex, B&W print, Color print, B&W copies, Color copies, Fax, Scan (Cloud Print and Scan), Scan (3rd party cloud storage), Scan (Copy), Scan (Fax), Scan (Other)

> The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

User group report

The User group report contains the following columns and counts for each user group, in this order:

- Group name, B&W pages, Color pages, Duplex, Simplex, B&W print, Color print, B&W copies, Color copies, Fax, Scan (Cloud Print and Scan), Scan (3rd party cloud storage), Scan (Copy), Scan (Fax), Scan (Other)

> The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

Billing

Billing reports contain information used for billing purposes. There are reports for users, devices, and user groups. Make a selection from the **Billing** section of the menu:

User report

The User report for billing contains the following columns and counts for each user, in this order:

- Name, Group name, Total pages[1], B&W pages[2], Mono color pages[3], Color pages[4], B&W print, Color print, B&W copies, Color copies, Mono color copies, Fax, Total scan[5], Scan (Copy), Scan (Fax), Scan (Other)

> The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

[1] Total pages: The sum of B&W pages, Mono color pages, and Color pages.

[2] B&W pages: The sum of printed pages and copied pages.

[3] Mono color pages: The sum of mono color copy pages, where a single (mono) color is printed on the page. This counter is used because there is no mono color print counter on devices and 2-color print is counted as full color print on devices.

[4] Color pages: The sum of printed pages and copied pages.

[5] Total scan: The number of scanned pages.

Device report

The Device report for billing contains the following columns and counts for each device, in this order:

- Model name, IP address, Serial number, Total pages[1], B&W pages[2], Mono color pages[3], Color pages[4], B&W print, Color print, B&W copies, Color copies, Mono color copies, Fax, Total scan[5], Scan (Copy), Scan (Fax), Scan (Other)

> The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

[1] Total pages: The sum of B&W pages, Mono color pages, and Color pages.

[2] B&W pages: The sum of printed pages and copied pages.

[3] Mono color pages: The sum of mono color copy pages, where a single (mono) color is printed on the page. This counter is used because there is no mono color print counter on devices and 2-color print is counted as full color print on devices.

[4] Color pages: The sum of printed pages and copied pages.

[5] Total scan: The number of scanned pages.

User group report

The User group report for billing contains the following columns and counts for each user group, in this order:

- Group name, Total pages[1], B&W pages[2], Mono color pages[3], Color pages[4], B&W print, Color print, B&W copies, Color copies, Mono color copies, Fax, Total Scan[5], Scan (Copy), Scan (Fax), Scan (Other)

📝 The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

[1] Total pages: The sum of B&W pages, Mono color pages, and Color pages.

[2] B&W pages: The sum of printed pages and copied pages.

[3] Mono color pages: The sum of mono color copy pages, where a single (mono) color is printed on the page. This counter is used because there is no mono color print counter on devices and 2-color print is counted as full color print on devices.

[4] Color pages: The sum of printed pages and copied pages.

[5] Total scan: The number of scanned pages.

Running a report

You can run a report at any time.

1 From the Kyocera Cloud Print and Scan (KCPS) menu, select **Reports**.

2 From the **Report type** menu, select the report type.

3 Enter a start and end date for the report. The default dates are for a one month period ending the day you run the report.

4 Select **Export** to run the report.

📝 If the report takes too long to export or is not exporting, select the trash can icon to stop the process.
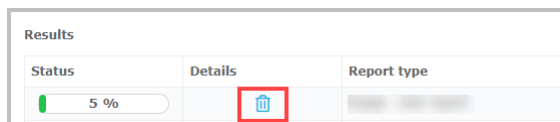
Repeat this procedure from step 2 to restart the report export.

After the report is finished, information about the report displays in the Results area.

5 To view the report, select **Download report**.
A zip file downloads to your local computer.

6 Open the zip file and then open the report. The name of the report is in this format: `<report name><date generated><time generated>.csv`

The last ten reports created display in the Results area and cannot be deleted. Older reports are replaced as new reports are created.

7 Jobs

About the Jobs tab

See the *Jobs* chapter in the *Kyocera Cloud Print and Scan User Guide* for more information.

8 Scanned documents

About scanned documents

Use the **Scanned documents** tab to monitor jobs that you have submitted to Kyocera Cloud Print and Scan.

The maximum size of any scan job that can be successfully processed is 500 MB.

See the *Scanned documents* chapter in the *Kyocera Cloud Print and Scan User Guide* for more information.

> The accuracy of scan counts in reports may be affected by the occurrence of feeder jams or canceled jobs.

9 Applications

About the Applications tab

Use the **Applications** tab to download the Windows and macOS Desktop clients. The Desktop clients are used to send your jobs to Kyocera Cloud Print and Scan.

See the *Applications* chapter in the *Kyocera Cloud Print and Scan User Guide* for more information.

10 HyPAS

The HyPAS application for Kyocera Cloud Print and Scan (KCPS) provides the functionality required at a device to allow users to print and scan using KCPS.

OCR functionality for HyPAS

To get OCR functionality for scanning, organizations must buy the Scan Extension Kit (SEK) option for the scanning devices they want to use for scanning. Once the SEK option is installed on the device, it provides searchable PDF output using OCR. OCR is a feature of the scanning device, not of KCPS.

Contact your dealer, reseller, or where you purchased Kyocera Cloud Print and Scan regarding purchases of SEK.

HyPAS application versions

There are two versions of the KCPS HyPAS application. The version you choose to install on your MFPs depends on your organization's requirements. The installation and activation for both versions of the application are identical.

- **Extended Authentication Application (EAA)**: This is the standard version of the KCPS HyPAS application. This application requires all users to log in to the MFP using their KCPS credentials. None of the functions of the MFP can be used without a user authenticating themselves.
- **Non-Extended Authentication Application (NEAA)**: This is a new version of the KCPS HyPAS application. Users can use the standard MFP features, such as the copy function, without authenticating. When a user wants to use KCPS, they select the KCPS icon on the Home screen and then log in to KCPS.

See the Non-Extended Authentication (NEAA) topics in this guide for more information.

About the Non-extended Authentication Application (NEAA) KCPS HyPAS application

When using the Non-extended Authentication Application (NEAA) KCPS HyPAS application, authentication is not required when using standard MFP features such as the copy function. Users need to authenticate only when using KCPS features.

It is not possible to run multiple HyPAS applications using extended authentication on an MFP at the same time. In environments where other HyPAS applications are already in use, it is possible to use them together by using the NEAA KCPS HyPAS application. Currently, the only HyPAS application that has been confirmed to work together is KNM/aQrate.

The table below describes the differences between the Extended Authentication Application (EAA) currently supported and the Non-extended Authentication Application (NEAA) app that is also now supported.

Item	Extended Authentication Application (EAA)	Non-extended Authentication Application (NEAA)
Features	• After starting the MFP, the KCPS HyPAS application's login screen displays. Users must log in before operating the MFP.	• Standard MFP functions can be used without logging into KCPS. • Users must select the KCPS HyPAS application icon on the MFP's Home screen to display the login screen.
Anticipated environment	• Environments that requires authentication before any MFP function can be used.	• Environments where authentication is not required when using standard MFP functions. • Environments using local or network authentication of MFPs. • Environments where other extended authentication HyPAS applications are in use at the same time. (Currently, the only HyPAS application that has been confirmed to work together is KNM/aQrate.)
Differences between EAA and NEAA apps	• No close button (**X** button) on the authentication screen. **Product name:** Cloud Print and Scan **Version:** X.X.X.xxxx where X.X.X represents the major version and xxxx represents the minor version information. **Package file name:** CloudPrintAndScan_X.X.X.xxxx.pkg	• There is a "close button" (**X** button) in the upper right corner of the authentication screen. **Product name:** Cloud Print and Scan Limited **Version:** X.X.X.xxxxs where X.X.X represents the major version and xxxxs represents the minor version information. **Package file name:** CloudPrintAndScan**Limited**_X.X.X.xxxx**s**.pkg

Note the following information about the Non-extended Authentication Application (NEAA):

- Having both an EAA HyPAS application and a NEAA HyPAS application active at the same time will adversely affect functions such as the counter acquisition process. Do not use them together.
- You can switch between an EAA and NEAA HyPAS applications. Follow these steps:
  1. Deactivate the HyPAS application currently in use.
  2. Install and activate the new HyPAS application.
  3. Delete the HyPAS application that was deactivated in step 1.

> 📝 The cache information in the HyPAS application and the unsent job log information is also deleted.

- If using the MFP in combination with KNM/aQrate, some features will not be available. Make the following changes:
  - **KNM/aQrate**: Turn off the Job Archiving setting.
  - **KCPS**: Turn off the FAX forwarding setting.

Restrictions and limitation when using the NEAA KCPS HyPAS application

The Non-extended Authentication Application (NEAA) KCPS HyPAS application is subject to the following restrictions and limitations.

Feature	Availability
Switch language	Follows the settings of the MFP itself • Language switching is not available in the NEAA KCPS HyPAS application.
Offline login	Not supported
Clear cache	Not supported
Azure AD without PIN authentication	Not supported
ID card authentication	Not supported
ID card registration	Not supported
ID card logout	Not supported
Monthly print limit	Not supported: The "Print limit settings" setting is ignored and unlimited use is allowed.

Feature	Availability
Print policy	Partially supported • It does not affect the device's native functions like copy, but it does to the NEAA KCPS HyPAS application's print policy.
Allow printing without Kyocera Cloud Print and Scan?	Not supported • Settings do not take effect
Batch print	Supported • Printing is triggered only when logged into the NEAA KCPS HyPAS application.
Reports	Supported • Jobs other than "Scan to cloud"/"Scan to me" and printing from "Kyocera Cloud Print and Scan"/Third-party cloud storage are output as "User not authenticated by Kyocera Cloud Print and Scan."

Set up HyPAS

Before setting up HyPAS on any devices, add the device information on the Kyocera Cloud Print and Scan (KCPS) **Devices** tab, which eliminates the need to enter your organization name when configuring HyPAS.

Typically, the Customer admin is expected to perform the HyPAS setup on the devices in their organization.

In this procedure, you save the HyPAS installation file to a USB drive and install it from the drive. The USB drive should be formatted to FAT32, as most printing devices cannot read the NTFS format.

To install on a printing device:

1 Save the installation file to the root directory of a USB drive.

2 On the device operation panel, press the System menu button (or System Menu/Counter button on some devices).

The System Menu displays.

3 On the System Menu, select **Application** (**Favorites/Application** on some devices).

You are prompted to log in as Administrator.

4 Log in as an Administrator, supplying the Admin user name and password for the device.

The Application (or Favorites/Application menu) displays.

> If there is a card reader connected to the device and activated, you are asked to use your ID card. In such a case, select **Menu** and then select keyboard login. If the Menu button is not displayed, press the System Menu button (or System Menu/ Counter) on the device operation panel – the terminal screen refreshes with the button displayed.

> If you see two options (Local login and Network login), select **Local** before entering the credentials.

> For information about the printing device's default password, how to enter the printing device's web interface, and how to find specific settings, see the printing device manual.

5 On the Application menu (or Favorites/Application menu), select **Application**.

The Application submenu displays.

6 Insert the USB drive with the installation file and select **+** (or **Add** on some devices).

A dialog box appears with information about the number of applications that can be installed.

7 Select **OK**.

The Add-Application menu displays with the application item displayed.

> If a different version of the application is already installed on the device the Update Program description is displayed next to the application name. If you update the application, the application version is changed, but all settings are preserved.

8 Select the item you are installing, select **Install**, and then select **Yes** to confirm the installation.

The Completed message appears, and the Add Application menu is empty. Select **Remove Memory** to remove your USB drive safely.

9 On the Add Application menu, select **End**.

10 To activate the application from the application menu, select **Menu**.

The application menu opens.

11 On the menu, select **Activate**, and then select **Yes** to confirm the activation.

The lnitial Setup screen displays.

12 In the Admin PIN text box, enter a PIN. The PIN must be four digits in length and only include numbers between 0 and 9. Record the PIN and device information.

13 Enter the Organization name.

> If the Customer admin has already set up the PIN for the device in KCPS, this step is skipped.

14 Select **Add device**.
The device restarts.

15 Repeat this process for any other devices requiring setting up in your organization.

About HyPAS and client device protocols

When HyPAS for KCPS is installed on a client device and is joining an organization, several protocols may be deactivated in the network settings of that device. The protocols are LPD, IPP, FTP, and RAW.

As long as LPD, IPP, FTP, and RAW are deactivated, client devices will no longer receive jobs using any of these protocols. Shared printer access using conventional drivers will not work. Whether or not these protocols are deactivated depends on the **Allow printing without Kyocera Cloud Print and Scan?** setting in the Organization profile. If the setting is **No**, the changes to deactivate the protocols are made.

Setting on Organization profile	Settings applied to client devices
N/A (Automatically applied)	TIFF Compression: • JPEG_TN2

Print limit settings (One of **Immediately**, **Subsequently**, **Alert**)	Job Accounting:
	
	• Apply Limit: One of:
	  • Immediately
	  • Subsequently
	  • Alert Only

Setting on Organization profile	Settings applied to client devices
Allow printing without Kyocera Cloud Print and Scan: **Yes**	Network - Protocol Settings: • LPD: On • FTP Server: On • IPP: On • IPP over SSL: On • Raw: On Job accounting - Unknown ID Jobs: • Permit
Allow printing without Kyocera Cloud Print and Scan: **No**	Network - Protocol Settings: • LPD: Off • FTP Server: Off • IPP: Off • IPP over SSL: Off • Raw: Off

Changes to these protocol settings are made when the client device first joins the organization. Any changes made later to the Organization profile do not affect these protocol settings, at least not if the client has an internet connection through a proxy.

The HyPAS client also updates device configuration during the sync process. The triggers that cause a sync are as follows:

• Start up of the device or MFP client
• Selecting **Add device** on the HyPAS client Admin menu
• Selecting **OK** on the **Server connection** tab of the HyPAS client Admin menu
• Logging out of the HyPAS client

If the HyPAS client is deactivated or uninstalled, the changes made in the network settings on the client device are not restored automatically. To print again with conventional drivers requires changing the protocols manually.

These protocols should not be reactivated manually if the print device stays in an organization. With **Allow printing without Kyocera Cloud Print and Scan?** set to **No**, protocol settings changes are enforced reliably.

Admin mode

Admin mode lets you make adjustments to the Kyocera Cloud Print and Scan HyPAS application settings.

1 Select the Kyocera Cloud Print and Scan icon on the device where you need to make the settings changes.

2 Select the settings icon to open the Admin menu.

The Admin mode window log in displays.

3 Enter Administrator PIN for the device.

4 Select **Log in**.
The Admin window displays.

5 Make a selection from one of the tabs to open the settings window.

6 When finished, select the **Authenticate/Login** button close the Admin window.

Server connection tab

The settings for the HyPAS application to connect to the Kyocera Cloud Print and Scan (KCPS) server are originally made when the KCPS HyPAS application is installed on a device. The Server connection tab on the Admin menu lets you view and change the settings used to connect to the KCPS server and enter the Admin menu. This procedure assumes you have logged into the device and can see the Kyocera Cloud Print and Scan Admin menu screen on the device panel.

> ⚠ Only make changes on the Connection tab if the device has difficulty connecting to the KCPS server.

1 Select the **Server connection** tab.
The Server connection window displays. You can view or change the Domain name and Organization name information on the Server connection window. You can change the Admin PIN on the Server connection window. You can view the current Admin PIN for the device on the Devices tab in the KCPS portal

2 To change either the Domain name or Organization name:

> ⚠ Only make changes on the Connection tab if the device has difficulty connecting to the KCPS server.

a) Select the item you want to change.
b) Use the keyboard to make any changes.
c) When finished, select **OK**.
The Server connection window redisplays.

3 To change the Admin PIN for the device:

  a) Select Admin PIN.
The onscreen keyboard displays the current PIN for the device.

> 📝 The PIN for the device can also be viewed on the Devices tab in the Kyocera Cloud Print and Scan Portal.

  b) Enter a new PIN for the device. The PIN must be four digits in length and only include numbers between 0 and 9.

  c) When finished, select **OK**.
The Server connection window redisplays.

4 Select **OK**.
Any changes you make are effective immediately.

Network tab

The network tab lets you change network and proxy settings. This procedure assumes you have logged into the device and can see the Kyocera Cloud Print and Scan (KCPS) Admin screen on the device panel.

1 Select the **Network** tab.

2 To set a Proxy server, select **Proxy** to turn on the feature.
The IP address / Host name and Port number text boxes become available.

3 Select **IP address / Host name** and enter either the host name or an IP address of the proxy server.

4 Select **Port number** and enter the Port number for communication with the proxy server.

5 Select **OK**.

6 When finished, select the **Authentication / Logout** button to close the Admin window.

FAX tab

You can enable or disable fax forwarding on individual MFP devices by changing the **FAX** (1) **Forwarding** (2) menu setting in the Kyocera Cloud Print and Scan (KCPS) HyPAS application.

4 Select **Log in**.

5 The Admin window displays.

6 Select the **FAX** tab to open the settings window.
The window refreshes and displays the current setting.

7 Select **Forwarding** to change the current setting and then select **Save**.

• If the setting was On, selecting **Forwarding** changes it to Off.
• If the setting was Off, selecting **Forwarding** changes it to On.

8 When finished, select the **Authenticate/Logout** button to close the Admin window.

Unlock panel button

Selecting the Unlock panel button unlocks the device panel to bypass the Kyocera Cloud Print and Scan (KCPS) HyPAS application. Select the **Authenticate / Logout** button to return to the Kyocera Cloud Print and Scan login window.

Send logs tab

The Send logs tab lets you send the logs for the Kyocera Cloud Print and Scan (KCPS) HyPAS application to Customer Support. This procedure assumes you have logged into the device and can see the KCPS Admin menu screen on the device panel.

> Only send log files if requested by Customer Support.

1 Select the **Send logs** tab.

2 To send the log files to Customer Support, select **Yes**.

3 When finished, select the **Authentication / Logout** button to close the Admin window.

Clear cache tab

The Clear cache tab lets you clear the Kyocera Cloud Print and Scan (KCPS) HyPAS application cache. This procedure assumes you have logged into the device and can see the KCPS Admin menu screen on the device panel.

> Only clear the cache if requested by Customer Support.

1 Select the **Clear cache** tab.

2 To clear the HyPAS application cache, select **Yes**.

3 When finished, select the **Authentication / Logout** button to close the Admin window.

11 Appendices

Kyocera Cloud Print and Scan roles and access

Kyocera Cloud Print and Scan roles

These are the roles used in Kyocera Cloud Print and Scan:

Portal	Role	Definition

Customer portal	Organization representative (Org rep)	• Has the same privileges as the Administrator.
		  • Contact person when a parent Provider adds a tenant becomes the "Org rep"
		  • This contact person can be changed at any time.
		• This person's email address displays in the Org list in the parent Provider portal. A Provider may contact this email address.

	Customer administrator	• Can access the Advanced menu. See the *Access by role* table.
	User	• Has limited access. • End-user role

Access by role

Each role has access provided as follows:

Item	Sub-item	Customer portal		
		Org rep	Cust admin	User
EULA		✓	✓	✓
Privacy statement		✓	✓	✓
User profile		✓	✓	✓
Org profile	Org name, Org email address	✓	✓	N/A
	Print limit settings (Stop option, Allow printing without KCPS)	✓	✓	N/A
Users	Change role	✓	✓	N/A
	User name, First name, Last name, Date added, Email address	✓	✓	N/A
	Monthly print limit, Print policy	✓	✓	N/A
	Group	✓	✓	N/A

Item	Sub-item	Customer portal		
		Org rep	**Cust admin**	**User**
Links (EULA / Privacy statement / Desktop client)		N/A	N/A	N/A
Reports (User report / Device report / User group report)	Export	✓	✓	N/A
Manage orgs		N/A	N/A	N/A
Devices		✓	✓	N/A
Reports (User report, Device report, User group report)		✓	✓	N/A
Apps (Desktop client)		✓	✓	✓
Jobs	Job list	✓	✓	✓
	Monthly print limit	✓	✓	✓
	Print policy	✓	✓	✓
Scanned documents		✓	✓	✓

How the KX Driver interacts with Kyocera Cloud Print and Scan

The *Kyocera Cloud Print and Scan User Guide* provides steps to modify the KX Driver so that print jobs sent by a user from the KX Driver to Kyocera Cloud Print and Scan (KCPS) are correctly counted against the user's account and appear in reports

There are two other scenarios using the KX Driver with KCPS. The following table describes how the modified and unmodified KX Driver interacts with KCPS and how "Allow printing without Kyocera Cloud Print and Scan" affects printing.

KX Driver installation	Setting for "Allow printing without Kyocera Cloud Print and Scan "	From user point of view	Document flow	Print counter
KX Driver modified as per *User Guide*	Not applicable The modified KX Driver can be used without the KCPS Customer Admin's permission.	The KCPS user is asked to enter their KCPS user name and password in the Desktop client after executing a print job from the KX Driver.	**Cloud spool is set:** Print jobs are sent to KCPS cloud **Local spool is set:** Print jobs are kept in the KCPS Desktop client. The KCPS HyPAS application pulls print jobs from the Desktop client when **Print** is selected in the KCPS HyPAS application at the MFP device.	In user counter reports, print jobs are associated with the logged-in KCPS user account.
KX Driver installed but not modified	**Yes** (Admin allows)	The KCPS user **can** use the KX Driver.	The KX Driver sends the print job to the MFP device, and the MPF device **accepts** the job.	Print jobs are associated as "anonymous" in KCPS user account counter reports.
KX Driver installed but not modified	**No** (Admin does not allow)	The KCPS user **cannot** use the KX Driver.	The KX Driver sends the print job to the MFP device, and the MPF device **blocks** the job.	Not applicable

How the "Allow printing without Kyocera Cloud Print and Scan?" and "Offline login" settings interact

The "Allow printing without Kyocera Cloud Print and Scan?" setting and the "Offline login" setting are independent settings. One does not depend on the other for their functionality. However, there are situations where the result of one setting impacts the other.

The example scenarios that follow describe the end-result of making settings changes.

Scenario 1: An environment where the admin wants to have stringent control over users' print methods and volume:

- Allow printing without Kyocera Cloud Print and Scan: **No**
- Offline login: **Off**

Result: Users cannot copy/print anything while the device is disconnected from the server.

Scenario 2: An environment where the admin wants to control users' print methods and volume strictly but doesn't want to stop their business if a server outage occurs:

- Allow printing without Kyocera Cloud Print and Scan: **No**
- Offline login: **On**

Result: Users can use the copy function but cannot use print-from-server functions while the device is disconnected from the server.

Scenario 3: An environment where the admin can't stop their business during a server outage and being able to print is essential to them:

- Allow printing without Kyocera Cloud Print and Scan: **Yes**
- Offline login: **On**

Result: Users can copy/print anything, providing they were one of the last 100 users who had successfully logged in to KCPS.

Scenario 4: An environment where the admin does not want to restrict print methods (maybe because they have some old batch print system and need to allow it to print directly):

- Allow printing without Kyocera Cloud Print and Scan: **Yes**
- Offline login: On/Off (depends on whether offline login is desired in case of a server connection outage)

Result: Users can copy/print anything using any driver. The Offline login setting depends on if the admin wants authenticated logins if the server goes offline.

For the KYOCERA contact in your region, see Sales Sites sections here

ご利用の地域でのお問い合わせ先については、下記リンクから京セラ本支店・営業所の一覧をご覧ください。

https://www.kyoceradocumentsolutions.com/company/directory.html