kyoceradocumentsolutions.com

Kyocera Cloud Access User Guide

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1 Product overview

Kyocera Cloud Access is a web utility application that is installed on a computer. You can configure this application to connect to any supported cloud service, and link one or more cloud accounts.

This application can be operated in the following modes:

Mode	Description	User types
Administrator mode	This mode is recommended for teams or organizations.	• Administrator • Managed users
Non-administrator mode	This mode is recommended for personal use, without any administrator supervision.	Unmanaged users

With this application configured and running, authorized users can then perform print and scan tasks with their linked accounts using the Kyocera Cloud Access app in a supported printer.

Documentation

This guide helps:

- Administrators and unmanaged users install, configure, and manage Kyocera Cloud Access on a computer.
- Managed users run and complete Kyocera Cloud Access client installer on a computer.
- All users manage their linked cloud service accounts, and perform print or scan tasks with a supported cloud service using the Kyocera Cloud Access app in a supported printer.

Conventions

The following conventions may be used in this guide:

- **Bold text** is used for menu items, buttons, and providing emphasis where needed.
- 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

For Windows operating systems, this application requires all of the following components:

- Microsoft .NET Framework 4.8 or later
- Node.js 18.16.0 or later

You can run this application in the following operating systems:

- Windows 11 (x64 and ARM64)
- Windows 10 (x86 and x64)

You can access this application using the following web browsers:

- Chrome
- Edge
- Firefox

This application supports the following languages:

- Arabic
- Catalan
- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Dutch
- English
- Finnish
- French
- German
- Greek
- Hebrew
- Hungarian
- Italian

- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Portuguese (Portugal)
- Romanian
- Russian
- Spanish
- Swedish
- Thai
- Turkish
- Vietnamese

This application supports the following cloud service:

- Google Drive

This application requires the following ports:

> ! The following ports must be available for Kyocera Cloud Access, and must not be used by other applications.

- Web server: 11021
- Web client: 11022
- Database: 4063

> ! The following required ports are commonly used by other services and applications. Kyocera Cloud Access operation may be affected if other services and applications use these ports.

- FTP: 21
- Email: 587

2 Installing and configuring the application

- In Windows operating systems, you must have administrator rights to install the application.
- For the installer to download any required components, make sure that your computer is connected to the internet.
- Make sure that your printer is turned on and connected to the same subnetwork as your computer.

For administrators and unmanaged users

The following instructions apply when setting up Kyocera Cloud Access for the following users and modes:

- Administrators in administrator mode
- Unmanaged users in non-administrator mode

1. From a web browser, go to https://kyocera.info.
2. Select your country, printer, operating system, and language.
3. In Utility, go to **Kyocera Cloud Access**, then select the download button.

   Kyocera Cloud Access is available only in Utility if your printer is supported by the application.

4. To begin the download, read and accept the license agreement.

   Take note of the download location.

5. In your computer, go to the download location, then run the installer.

   If necessary, do the following:
   - Extract the *.zip package.
   - Allow the installer to make changes to your computer.

6. Select your preferred installation language, then select **OK**.
7. Review and accept the software license agreement, then select **Next**.
8. If necessary, review any additional required components, then select **Next**.
9. Do either of the following:
   - To set up Kyocera Cloud Access in administrator mode for an organization with an administrator, select **Manage settings as an administrator**.

- To set up the application as an unmanaged user in non-administrator mode, make sure that **Manage settings as an administrator** is not selected.

After you configure the application for either administrator mode or non-administrator mode, you cannot switch to the other mode during an application update. To switch to the other mode, first uninstall the application, then reinstall and configure the application in the other mode.

10 Select **Next**.

11 Review the summary. To modify any available installation settings, select **Back**.

12 Select **Install**.

- If necessary, follow any on-screen instructions.
- If the installation fails, then resolve any issues before repeating the process.

13 After installation finishes, you must configure Kyocera Cloud Access. Select the option to open the application, then select **Finish**.

The application opens in your default web browser. If necessary, allow your browser to run the application.

If the application does not successfully open in the browser, you may need to modify your proxy settings. Do the following:

a. In your computer, go to **Start**, search for then select **Proxy settings**.

b. **For Windows 11:**

1. In Manual proxy setup, select **Set up**.
2. In Edit proxy server, turn on **Use a proxy server**.

For Windows 10:

In Manual proxy setup, turn on **Use a proxy server**.

c. In the address exemptions, enter `kyoceracloudaccess.com`.

d. Review or modify other available settings. For more information, contact your network administrator.

e. Select **Save**.

f. In your web browser, select the refresh icon to reload Kyocera Cloud Access.

14 In Kyocera Cloud Access, select **Start**.

15 Set up your Kyocera Cloud Access account.

a) Specify your user credentials.

b) Select **Generate PIN**.

Aside from your password, you can use this PIN to securely access the cloud print or scan services from your printer.

c) For unmanaged users, nominate your security question and specify your answer.

- You can use this security question as an option to confirm your identity when resetting your password.
- Make sure to remember and secure your answer.

16 Review your account information, then select **Next**.

17 For administrators:

a) If necessary, enter your SMTP settings. For more information, contact your network administrator.

b) Select **Next**.

18 For administrators and unmanaged users:

a) If necessary, enter your network proxy settings. For more information, contact your network administrator.

b) Select **Next**.

19 Browse to your printer, then select **Connect**.

- You can use the search bar to find your printer using any part of the printer name or IP address.
- If your printer is not listed, make sure that your printer is turned on and connected to the same subnetwork as your computer, then select **Refresh**. You can also select **Add Device**, then specify the host name or IP address of the printer.

20 Enter the connection name including phonetics, then select **Connect**.

21 Select **Finish** > **Sign in**.

For administrator mode, make sure to share the following with your managed users:

Kyocera Cloud Access client installer

You can download or obtain a copy of this installer to be shared to your managed users. Managed users can also refer to the instructions in *For managed users*.

This client installer is applicable only for Kyocera Cloud Access configured in administrator mode. All other managed users and other co-administrators for the same Kyocera Cloud Access server must run and complete this client installer in their own computers, before they access the Kyocera Cloud Access URL.

Kyocera Cloud Access URL

https://kyoceracloudaccess.com:11022/

Host name of the computer where Kyocera Cloud Access is installed and configured

1. In your computer, select **Start**, then enter `CMD`.
2. Select and run **Command Prompt**.
3. In the command line, enter `hostname`, then press **Enter**.
4. Take note of the returned value. This is the host name.

In Kyocera Cloud Access, if you receive an error that the application is unable to send a notification of your account creation, try to sign in using your newly created account credentials to confirm your account.

For managed users

The following instructions apply when setting up Kyocera Cloud Access for managed users in administrator mode.

Before you begin, make sure you know the correct host name of your Kyocera Cloud Access server. If necessary, contact your Kyocera Cloud Access administrator.

If you have received an email about downloading Kyocera Cloud Access for clients, then follow the instructions in the email. If you have not received this email, or if your administrator has notified you about downloading Kyocera Cloud Access for clients, then do the following:

1. From a web browser, go to https://kyocera.info.
2. Select your country, printer, operating system, and language.
3. In Utility, go to **Kyocera Cloud Access** for clients, then select the download button.

   Kyocera Cloud Access is available only in Utility if your printer is supported by the application.

4. To begin the download, read and accept the license agreement.

   Take note of the download location.

5. In your computer, go to the download location, then run the installer.

   If necessary, do the following:
   - Extract the *.zip package.
   - Allow the installer to make changes to your computer.

6 Enter the correct host name of your Kyocera Cloud Access server, then select **OK**.

7 Follow the instructions on your screen.

8 Select **OK**.

3 Using the application

1. Run Kyocera Cloud Access by doing any of the following:
   - In your computer desktop, double-click the application shortcut icon.
   - In a web browser, go to https://kyoceracloudaccess.com:11022/.

   If the application does not successfully open in the browser, you may need to modify your proxy settings. Do the following:

   a. In your computer, go to **Start**, search for then select **Proxy settings**.

   b. **For Windows 11:**

      1. In Manual proxy setup, select **Set up**.
      2. In Edit proxy server, turn on **Use a proxy server**.

      For Windows 10:

      In Manual proxy setup, turn on **Use a proxy server**.

   c. In the address exemptions, enter `kyoceracloudaccess.com`.

   d. Review or modify other available settings. For more information, contact your network administrator.

   e. Select **Save**.

   f. In your web browser, select the refresh icon to reload Kyocera Cloud Access.

2. Sign in with your user credentials.

- If this is your first time signing into the application, then, after using your initial user credentials, you can change your password in your user profile.
- If you have forgotten your password, do the following:
  a. Select **Forgot your password**.
  b. Enter the email address you used to set up the account.
  c. Select **Submit**, then check your email for the instructions.

     For managed users, if you did not receive the password-reset email, contact your Kyocera Cloud Access administrator for assistance in resetting your password.

     For unmanaged users, if you did not receive the password-reset email, provide the answers to your security questions. Follow the instructions on your screen.
  d. Follow the password-reset link.
  e. Enter and confirm your new password.
  f. Select **Change Password** > **Go back to sign-in page**.

Depending on your access rights, you can view any of the following items:

Item	Access	Details
Home	• Administrators • Managed users • Unmanaged users	To add cloud service accounts for your scanned and printable files, do the following: **1.** In your **Home** screen, select **Add**. **2.** Do the following: **Google Drive** **a.** Select **Google Drive** > **Connect to Google**. The application redirects you to login to your Google Account in a browser. **3.** Select **Continue**. **4.** Set up **Scan Destinations**. **a.** Select **Add folder**. **b.** Select the folder that can be used as a scan destination. To select more than one folder, press and hold **Ctrl**. To select all folders, press **Ctrl+A**. **c.** To add more folders, repeat the previous steps. **d.** Click **Select**. **e.** Review the scan destinations, then select **Next**. **5.** Set up **Printable Files**: Only the following file types are supported: • JPEG • PDF • TIFF **a.** Select **Add file**. **b.** Select the file that you want to access directly from the printer connected to the application. To select more than one file, press and hold **Ctrl**. To select all supported files, press **Ctrl+A**. You can also browse through the available folders. **c.** To add more files, repeat the previous steps. **d.** Click **Select**. **e.** Review the printable files, then select **Finish**. **6.** Select **Home**. **7.** Review the list of cloud service accounts and confirm that the new account has been added.

Item	Access	Details
		To review or modify scan destinations and printable files for an existing account, select **Manage**. You can add or delete one or more items.
		To add local folders for your scanned and printable files, do the following: This feature is available only for unmanaged users. 1. In your **Home** screen, select **Add**. 2. Select **Local Directory**. 3. Enter or copy and paste your preferred **Folder path** where you want to store your scanned files. 4. Enter preferred **Custom name** for your **Folder path**. • Only public folders can be added or folders with no restrictions or special properties. • Folder path is limited to 5 sub folder levels. 5. Select **Save** to add the folder in the service accounts list.
		To remove cloud service accounts or local folders, do the following: 1. Select the checkbox for one or more cloud service accounts or local folders. 2. Select **Delete**. 3. Review the summary, and then select **Delete**. 4. Review the list, and then confirm that the deleted account or folder has been removed.
		To reconnect cloud accounts that may be updated, signed out, or unauthorized elsewhere, do the following: 1. Select the checkbox for an account that is marked with a reconnect icon. 2. Select **Reconnect.** 3. Sign in with the correct cloud service credentials. 4. Review the list of cloud service accounts, and confirm that the account has been reconnected.

Item	Access	Details
Users	Administrators	You can manage one or more users authorized to manage individual cloud service accounts. • To add users, do the following: **1.** Select **Add**. **2.** Specify the user credentials including a temporary password. **3.** Select **Generate PIN**. **4.** Specify the correct user role. **5.** If applicable, review or modify the authentication settings. **6.** Select **Save**. The PIN is automatically sent to the specified email. **7.** Review the list of users, and confirm that the new user has been added. After an administrator adds a managed user, an email will automatically be sent to the managed user. This email includes instructions for the managed user to run and complete the Kyocera Cloud Access client installer. If you receive an error that Kyocera Cloud Access was unable to send an email notification of the user account creation, you can directly inform the user about the newly created account credentials. • To remove users, do the following: **1.** Select the checkbox for one or more users. **2.** Select **Delete**. **3.** Review the summary, then select **Delete**. **4.** Review the list of users, and confirm that one or more users have been removed. • To modify the credentials and settings for an existing user, do the following: **1.** Select the checkbox for a user. **2.** Select **Edit**. **3.** Review or modify the available credentials or settings.

Item	Access	Details
		4. Select **Update**. If you receive an error that Kyocera Cloud Access was unable to send an email notification of the user account updates, you can directly inform the user about the newly updated account credentials.

<table>
<tr><th>Item</th><th>Access</th><th>Details</th></tr>
<tr><td>Settings</td><td>• Administrators
• Unmanaged users</td><td>You can manage the following settings:

Authentication Server

This section is available only for administrators.

1. To specify an authentication method or to modify any authentication settings, turn the switch On.
2. Review or modify the authentication server settings.
3. To check the validity of the settings, select Test.
4. If necessary, select Save.

Proxy Settings

To manage proxy settings, do the following:

1. Turn on the proxy settings switch.
2. Review or modify the available settings. For more information, contact your network administrator.
3. Select Save.

Email Configuration

This section is available only for administrators.

To manage SMTP settings, do the following:

1. Turn on the email configuration switch.
2. Review or modify the available SMTP settings. For more information, contact your network administrator.
3. To check the validity of the settings, select Test.

To confirm the test, the application will send an email to the account of the currently signed-in administrator.

4. If necessary, select Save.

Printer Connection

Review the printer currently associated with the application.

To replace the existing printer association, do the following:</td></tr>
</table>

Item	Access	Details
		To perform the following, you must have access rights to Command Center RX. For more information, contact your system administrator. 1. In another browser tab, enter the IP address of the currently associated printer. This opens Command Center RX. If necessary, allow your browser to access the IP address. 2. Select **Login**, then enter the correct administrator credentials. If necessary, select **Admin Login**. 3. Select **Login**. 4. In the navigation menu, select **Function Settings** > **Cloud Access**. 5. In Connection List, select the checkbox of the connection you want to delete. To confirm the connection details, select the current connection, then make sure that the correct host name is referenced. This should match the host name of the computer where Kyocera Cloud Access is installed and configured. 6. Select **Delete** > **OK**. This action disconnects the current printer from Kyocera Cloud Access. 7. In Kyocera Cloud Access, go to **Settings** > **Printer Connection**, then select **Refresh**. The previously associated printer is no longer marked with Connected. 8. Browse to the new printer, then select **Connect**.

Item	Access	Details
		• You can use the search bar to find the new printer using any part of the printer name or IP address. • If the new printer is not listed, make sure that your printer is turned on and connected to the same subnetwork as your computer, then select **Refresh**. You can also select **Add Device**, then specify the host name or IP address of the printer. **9.** Specify the connection name including phonetics, then select **Connect**. **10.** Review the printer currently associated with the application. If necessary, select **Refresh**.

<table>
<tr><th>Item</th><th>Access</th><th>Details</th></tr>
<tr><td>User Profile</td><td>• Administrators
• Managed users
• Unmanaged users</td><td>To view or modify your user account credentials for Kyocera Cloud Access, do the following:
1. In the upper-right corner, select the user icon beside your name.
2. Select User profile, then view your user credentials.
3. If necessary, select any of the following:
Password > Change Password
a. Enter your current password.
b. Enter and confirm your new password.
c. Select Save.
PIN > Generate PIN
Enter your current password, then select OK.
Your new PIN is automatically generated.
Security Question > Update
This is available only for unmanaged users.
a. Enter your current password, then select OK.
b. Review or modify the security question or answer.
c. Select OK.
4. Do either of the following:
• To save any changes, select Update.
• To exit without saving, select Cancel.
In Kyocera Cloud Access, if you receive an error that the application is unable to send a notification of your account creation, try to sign in using your newly created account credentials to confirm your account.</td></tr>
</table>

To end your user session, in the upper-right corner, select the user icon beside your name, then select **Sign out**.

4 Printing or scanning

The following instructions apply for configurations made in Kyocera Cloud Access:

- Make sure that the computer with Kyocera Cloud Access is turned on, and that you know the host name. For more information about getting the host name, see *For administrators and unmanaged users*.
- For printing, in your printer, make sure that paper is loaded correctly in the cassettes or manual paper feeder. For more information on loading paper correctly, see your printer *Operation Guide*.
- For scanning, in your printer, place your items face-down on the platen or face-up on the document processor.

1. From the printer operation panel, select **Kyocera Cloud Access**.
2. Select the correct connection.

   Depending on the connection setup and Kyocera Cloud Access configuration, the connection may include any of the following:
   - The host name of the computer where you have installed and configured Kyocera Cloud Access.
   - The user name.
3. Sign in with your Kyocera Cloud Access credentials.
4. Select a cloud service account or select **Local Directory**.

Google Drive

Scan Destinations

Select a target folder where the scanned output will be saved. To manage scan destinations, see *Using the application*.

Printable Files

Select an item to print. To manage printable files, see *Using the application*.

The folder or file may not have been added in Scan Destinations or Printable Files using Kyocera Cloud Access. For more information about managing folders or files, see *Using this application*.

Local Directory

Select local folders for your scanned and printable files. To manage local folders, see *Using the application*.

The file type may not be supported by Kyocera Cloud Access. Only the following file types are supported:

- JPEG
- PDF
- TIFF

Alternatively, you can access and print your file from a computer using an application other than Kyocera Cloud Access.

5 Review or modify any of the available print or scan options.

6 Select the option to begin printing or scanning.

If an error occurs during printing or scanning, follow the instructions on the panel to resolve any issues and continue printing or scanning.

5 Troubleshooting

This section includes the most common problems that you may encounter when using the application or performing print or scan tasks. For each problem listed, you can do any of the recommended solutions. If your problem is not listed, contact your system administrator or qualified service personnel.

Problem	Possible cause	Recommended solution
My web browser cannot successfully load Kyocera Cloud Access.	Your network proxy settings may be preventing the application from loading.	Modify your proxy settings. Do the following: **1.** In your computer, go to **Start**, search for then select **Proxy settings**. **2.** **For Windows 11:** **a.** In Manual proxy setup, select **Set up**. **b.** In Edit proxy server, turn on **Use a proxy server**. **For Windows 10:** In Manual proxy setup, turn on **Use a proxy server**. **3.** In the address exemptions, enter the following: `kyoceracloudaccess.com` **4.** Review or modify other available settings. For more information, contact your network administrator. **5.** Select **Save**. **6.** In your web browser, select the refresh icon to reload Kyocera Cloud Access.
I am a managed user, and I cannot open Kyocera Cloud Access.	• You might not have run and completed the Kyocera Cloud Access client installer. • The network settings of your Kyocera Cloud Access server may have changed.	Run and complete the Kyocera Cloud Access client installer again, and make sure to enter the correct host name of your Kyocera Cloud Access server. For more information, see *For managed users*.

Problem	Possible cause	Recommended solution
My Kyocera Cloud Access account is locked, and I cannot sign in to the application.	You have entered incorrect user credentials multiple times. To protect your account, it has been automatically locked.	Make sure that you have the correct user credentials, then try signing in again after a few minutes. For managed accounts, administrators can manually unlock accounts. **1.** In Users, select **Unlock user** beside the locked account. **2.** Select **Yes**.

After signing into the application, I cannot add one or more cloud service accounts.	You may have problems with your network or network settings.	• In your computer, review your network settings that include:
		  • Firewall
		  • Proxy
		• Depending on your network connection, check the cable or access point for any problems.

	Your cloud service may be encountering problems.	• Check if your cloud service is available:
		  1. In a web browser, go to your cloud service website.
		  2. Sign in to your account.

	Your system administrator may need to configure the application.	Contact your system administrator.
After successfully creating my Kyocera Cloud Access account, I cannot sign in.	The password you entered may be incorrect.	• Enter the correct password. • Reset your password. For more information, see *Using the application*.
	Your account may have been removed by an administrator.	Contact your system administrator.
In Printer Connection, I am unable to see the printer I want to set up.	There may be network connectivity issues, such as discovery timeout or latency affecting the discovery of your printer.	In Printer Connection, select **Refresh**. This enables device discovery.
	The SNMP settings of your printer may be configured for SNMP v3.	In your printer, configure the SNMP settings to SNMP v1/v2. For more information, see the printer *Operation Guide*.
	Your printer might be turned off.	Turn on the printer.

<table>
<tr><th>Problem</th><th>Possible cause</th><th>Recommended solution</th></tr>
<tr><td></td><td>Your printer and computer with Kyocera Cloud Access may not be connected in the same subnetwork.</td><td>• Check if your printer is connected to the same subnetwork as the computer with Kyocera Cloud Access through a LAN cable and do any of the following:
  • Unplug then reconnect the LAN cable.
  • Connect the LAN cable to a different port in the router.
  • Use a different LAN cable.
• Check your computer network settings to confirm your connection to the same subnetwork as the printer. If necessary, delete the network profile then reconnect.
• Contact your network administrator.</td></tr>
<tr><td rowspan="2">I am unable to successfully set up a Kyocera Cloud Access account.</td><td>The email address that you entered may be incorrect or incomplete.</td><td>Enter the correct email address.</td></tr>
<tr><td>The password you set does not meet the minimum requirements.</td><td>Make sure to meet the following password criteria:
• Must be at least eight characters.
• Must be alphanumeric and can contain special characters.</td></tr>
<tr><td>There is no PIN generated when creating an account.</td><td>You may need to manually select Generate PIN.</td><td>• Select Generate PIN.
• Contact your system administrator.</td></tr>
<tr><td>Users cannot receive any emails from the application, including notifications about account creation or password reset.</td><td>There may be other services or applications using email port 587.</td><td rowspan="2">• Stop any service or application other than Kyocera Cloud Access that may be using these required ports, then restart Kyocera Cloud Access.
For email problems, make sure to restart the Cloud Access Mail Service.
1. In your computer, select Start, then enter <code>Services</code>.
2. In Services (Local), right-click Cloud Access Mail Service, then select Restart.
• Contact your system administrator.</td></tr>
<tr><td>When attempting to scan items to my cloud service account, the file was not successfully saved.</td><td>There may be other services or applications using FTP port 21.</td></tr>
</table>

Problem	Possible cause	Recommended solution
In my printer, I am unable to do any of the following: • Print files that I have added using Kyocera Cloud Access. • Scan items to my cloud service account.	The original IP address of your printer may have changed, causing a communication error with the computer where Kyocera Cloud Access is installed.	Do the following: **1.** Contact your network administrator to manually configure network settings including Domain Name System (DNS) settings. **2.** Wait for a few minutes for the network settings changes to be updated, then try again.
One of the cloud service accounts I linked has connection issues.	The account may not have been properly linked.	Link the account by doing the following: **1.** Select the check box beside the corresponding account. **2.** Select **Reconnect**. **3.** Select the correct account, or if necessary, select **Use another account**. Follow the instructions on your screen.
I am unable to delete or edit a Kyocera Cloud Access account.	Kyocera Cloud Access may need to be manually refreshed.	Sign out then sign in again.
The deleted Kyocera Cloud Access account still appears in the accounts list.		
I am unable to turn on the Authentication Server setting.		
I am unable to establish a connection with the server in Authentication Server settings.	The server details may be incorrect.	Contact your network administrator for the correct server details.
I tried setting up my scan destinations and printable files, but I encountered a 403 error in the pop-up window.	The authentication token may not have initialized properly for your cloud service file manager.	Refresh your web browser, then try adding files and folders again.
In my printer, I cannot find or access my correct cloud service account.	You may have selected the wrong host name.	Select the correct host name of the computer where you installed and configured Kyocera Cloud Access.

Problem	Possible cause	Recommended solution
	The computer where you installed and configured Kyocera Cloud Access may be turned off or may be disconnected from the network.	Make sure that the computer where you installed and configured Kyocera Cloud Access is turned on and connected to the same subnetwork as your printer.
	Your cloud service account has not been added in Kyocera Cloud Access.	Add your cloud service account. For more information, see *Using the application*.
In my printer, I cannot find the correct folder for my scan destination.	Your scan destination or printable file has not been added in Kyocera Cloud Access.	Add your scan destination or printable file. For more information, see *Using the application*.
In my printer, I cannot find the correct file to print.	Your file is not supported by Kyocera Cloud Access.	Access your cloud service from your computer, then download and print your file.
In Kyocera Cloud Access, I received an error that the application was unable to send a notification of account updates.	There may be restrictions in the email policies between the application and the recipient.  Account updates are successful. Only the email notifications are unsuccessful.	Sign in using your latest account updates to confirm your account.
	For administrator mode, the SMTP settings for Kyocera Cloud Access may not have been configured correctly.	In Kyocera Cloud Access, go to **Settings** > **SMTP Settings**, then configure the available settings.

Problem	Possible cause	Recommended solution
I cannot update or create a Kyocera Cloud Access account.	The username you entered for creating or updating your Kyocera Cloud Access account already exists in your computer Local users section.	• Check your computer Local users section to verify if the username you have selected for your Kyocera Cloud Access is already in the list. If username already exist, enter a new unique username for your Cloud Access account. For more information on accessing your computer Local users section, contact your administrator.

I cannot print files that I added in Kyocera Cloud Access.	The filename associated with your linked Cloud service account contains special characters that are not supported by Windows operating systems or blocked by Microsoft IIS.	• Filename Special Characters that are not supported in Windows:
		  • \ / : * ? "< > |
		• Microsoft IIS blocked Double Escape security feature which disallows:
		  • % and +

The latest changes are not reflected after updating Kyocera Cloud Access version.	Browser cache memory issue.	Clear the web browser cache or perform hard refresh by doing any of the following: • Press Ctrl + Shift + R • Press Ctrl + F5

For the Kyocera contact in your region, see Sales Sites sections here.
https://www.kyoceradocumentsolutions.com/company/directory.html

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