

**TOSHIBA**

**e-BRIDGE® Global Print**

# **e-BRIDGE® GLOBAL PRINT USER GUIDE**

**END USER**



## TABLE OF CONTENTS

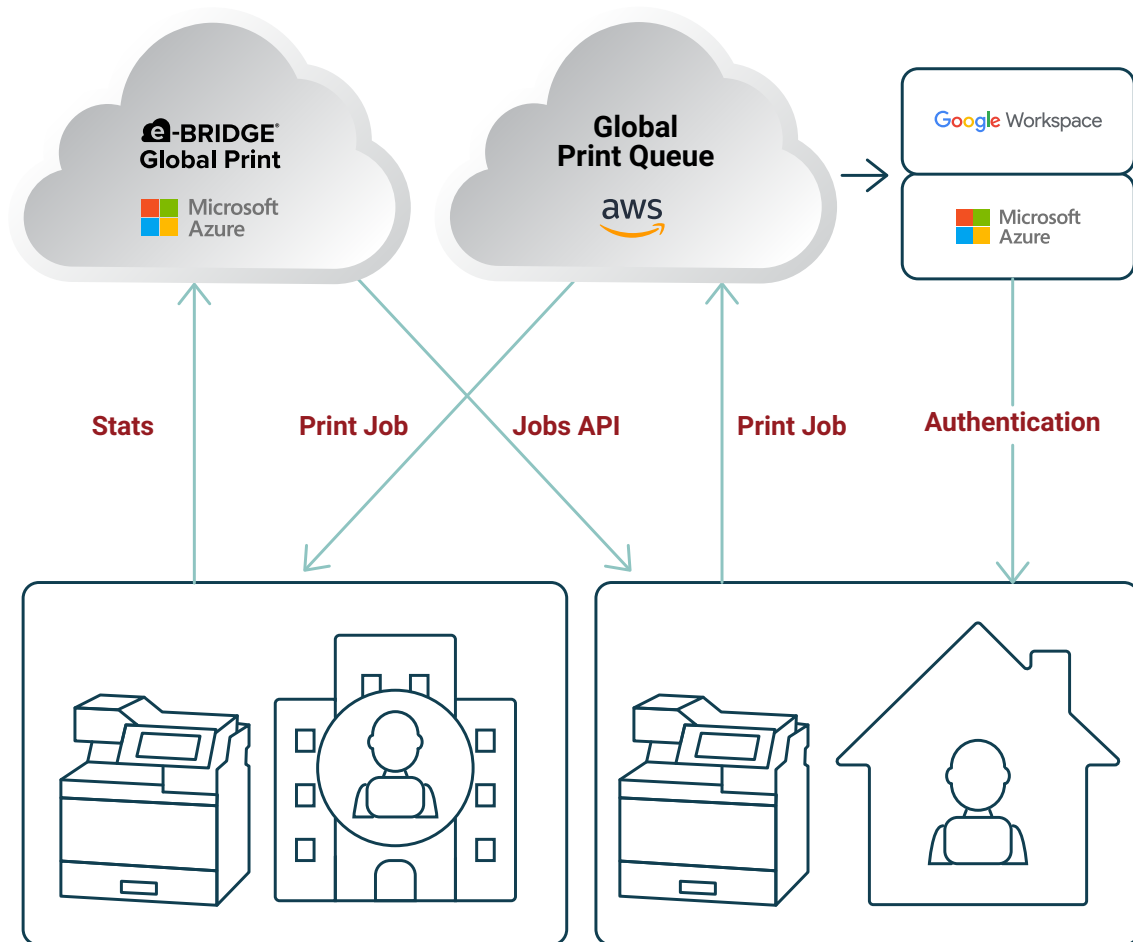
What Is e-BRIDGE® Global Print .....	3
Application Architecture .....	3
Key Components .....	4
e-BRIDGE® Global Print Admin Web Portal .....	4
My Account .....	5
Print Jobs .....	5
Company .....	6
Users .....	6
Devices .....	7
Usage Report .....	7
Users & Roles .....	9
Configure Toshiba MFP with e-BRIDGE® Global Print Embedded Application .....	9
“Secure MFP” Mode .....	9
“Secure Print” Mode .....	9
Welcome Email for Administrators .....	9
Login to Self-Service e-BRIDGE® Global Print Portal .....	10
Generate PIN .....	10
Self-Register Your Badge .....	10
Download & Install e-BRIDGE® Global Print Client onto Your Workstations .....	11
Install on Windows® .....	11
Install on Mac® .....	11
Install on Chromebook™ .....	13
Start Printing from Your Workstations .....	13
Printing on Windows® .....	13
Printing on Mac® .....	15
Printing on Chromebook™ .....	16
Securely Release Your Print Jobs .....	17

## WHAT IS e-BRIDGE® GLOBAL PRINT

e-BRIDGE® Global Print (eGP) is a cloud-based solution that focuses on the most common print management requirements, such as user authentication, secure release printing, and usage tracking. Using this solution, users may submit print jobs from their workstations, authenticate at a Toshiba MFP, and release the print job at the panel. All user activities at the panel are tracked for reporting purposes. No servers or on-premises installations are required.

## APPLICATION ARCHITECTURE

Here is a high-level architecture of the solution.





# KEY COMPONENTS

The solution is comprised of three key components:

## 1. e-BRIDGE® Global Print Web Portal:

This is a self-service portal, where users and administrators may manage their PIN, view their print jobs, and manage organization users and devices.

## 2. Toshiba MFP Embedded App:

This is an embedded application on Toshiba MFPs that manages user authentication and is responsible for releasing user print jobs.

## 3. e-BRIDGE® Global Print Workstation Client:

This is installed on the client workstation so that users can print to their own e-BRIDGE® Global Print print queue.

# e-BRIDGE® GLOBAL PRINT ADMIN WEB PORTAL

The portal may be accessed via any web browser, but Chrome™ is preferred. The actual URL varies based on the geographic region to adhere to local data privacy rules. The URL for the U.S. region is <https://egp.toshiba-solutions.com>. The customers may use the admin portal to manage their users and devices. Let us quickly review the function of each TAB on the portal. The users may see different TABs based on their role within the organization.

The screenshot shows the e-BRIDGE Global Print Admin Web Portal interface. At the top, there is a navigation bar with the following tabs: MY ACCOUNT (selected), COMPANY, PRINT JOBS, USERS, and DEVICES. Below the navigation bar, the user's account information is displayed:

- Account ID: [Redacted]
- Name: Manny Sahu
- PIN Login: [Redacted] [Eye icon] [Generate PIN button]
- Access Card Registration Key: Expired [Generate Access Card Registration Key button]

Below this information, there is a note: "You will be prompted to enter the registration key the first time you use your access card at the copier. Once generated, the card registration key will expire in one hour."

Under the heading "Registered Items", there is a sub-heading: "The following items are registered to your account. If you suspect an item has been compromised, you should remove it to protect your data."

Item	Registered On	
Print Driver	6/20/22, 2:43 PM	[Remove icon]

## MY ACCOUNT

This TAB is available to all portal users. This page provides a view of the user's account information and settings. A user can self-manage their PIN Login, Access Card Registration Key, and registered items, such as print drivers, etc.

**e-BRIDGE Global Print**

MY ACCOUNT PRINT JOBS

Account ID [REDACTED]

Name manny test

PIN Login *Required*

Access Card Registration Key *Expired*

You will be prompted to enter the registration key the first time you use your access card at the copier. Once generated, the card registration key will expire in one hour.

## PRINT JOBS

This TAB is available to all portal users. However, the Administrator view is different from the User view. The User can view the list of jobs in his/her print queue, whereas the Administrator can view the job list for all the users within the organization. The User may search for any specific print job by using the "Search" textbox.

### Administrator View

**e-BRIDGE Global Print**

MY ACCOUNT COMPANY PRINT JOBS USERS DEVICES

Search: Brochure X Showing 2 of 7 total

Print Job	User	Submitted Date
e-BRIDGE Global Print Brochure 15 Manny.pdf.pdf	[REDACTED]	06/20/2022 02:44 PM
e-BRIDGE Global Print Brochure 15 Manny.pdf.pdf	[REDACTED]	06/20/2022 02:44 PM

### User View

**e-BRIDGE Global Print**

MY ACCOUNT PRINT JOBS

Search: [Empty] 4 job(s) total

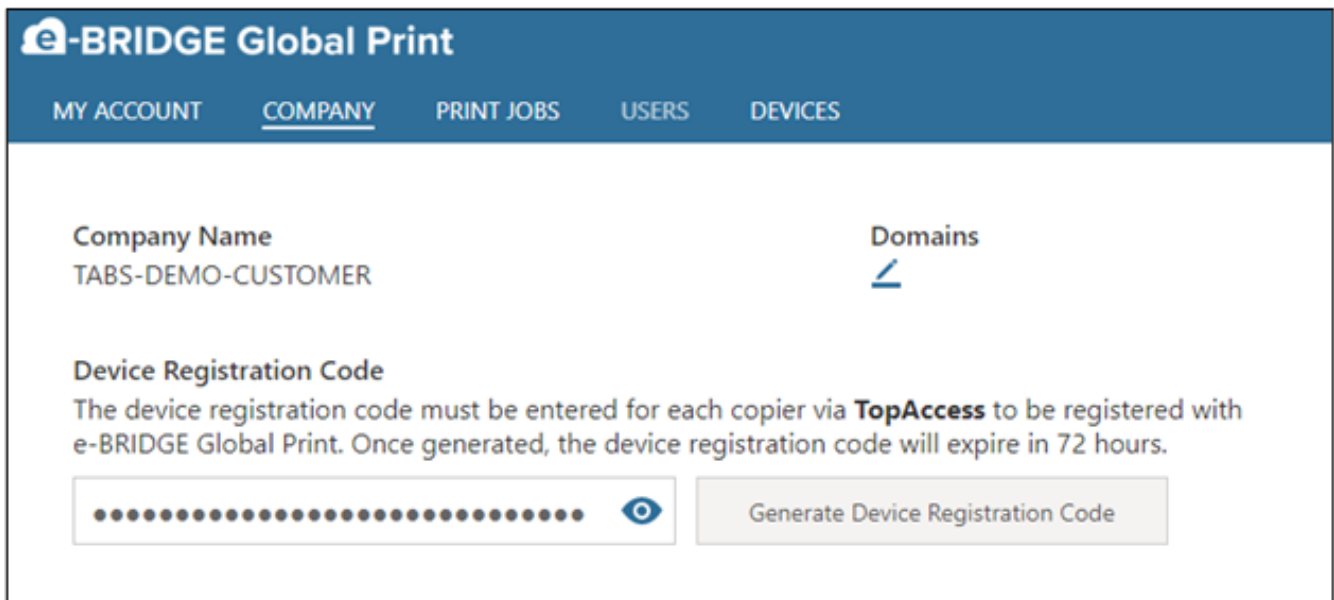
Print Job	Submitted Date
Microsoft Word - My Brochure.pdf	06/21/2022 12:45 PM
Microsoft Word - My Brochure.pdf	06/21/2022 12:45 PM
LicenseGuide.pdf.pdf	06/21/2022 12:42 PM
LicenseGuide.pdf.pdf	06/21/2022 12:40 PM

Also, please note that the User and the Administrator can view only the list of print jobs in the queue. Actual content of the print job cannot be viewed.

## COMPANY

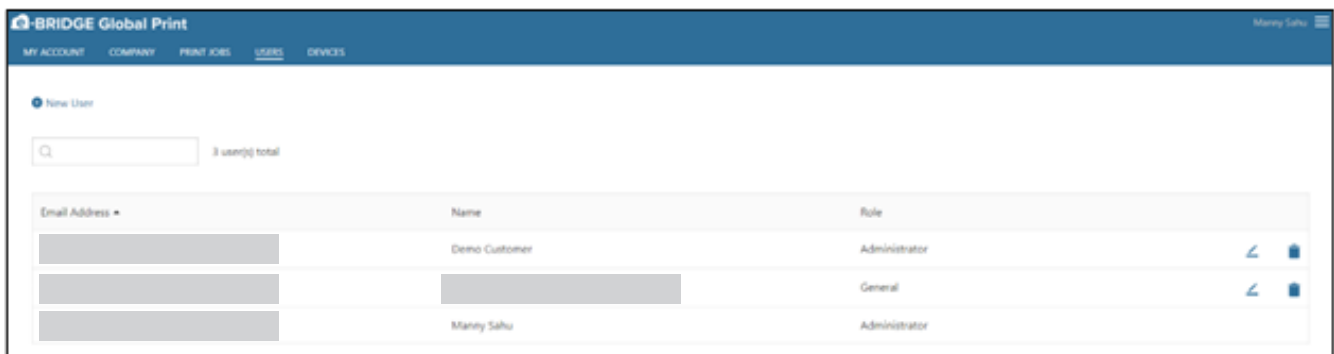
This TAB is only available to the administrators of your organization. This TAB shows the global settings, such as your domains and device registration code used by your organization.

The domains are typically updated automatically. The Administrator is not required to change or add new domains. The device registration code is also auto-generated and is used to configure your Toshiba printers with e-BRIDGE® Global Print. Your Toshiba reseller does not have access to this code. You must provide this to your service technician during setup.



## USERS

This TAB is only available to the administrators of your organization. This TAB lists all the current users in your company. The Administrator can edit user roles or delete current users from the system. This TAB also allows the Administrator to create new users. However, if you use private domain from Google or Microsoft 365®, your users are automatically added. There's no need to add new users manually.



**Email Address**

**User Name (Optional)**

**Authentication Card ID (Optional)**

**Administrator** Manages users, devices, and print queue

## DEVICES

This TAB is only available to the administrators of your organization. After the Toshiba MFPs are configured with e-BRIDGE® Global Print for your organization, the Administrator can view the list of devices here. If you ever replace a Toshiba printer or return the printer after the lease, you should remove the device from your portal. Removing the device from the portal unregisters the device, and the printer can no longer be used with e-BRIDGE® Global Print for your organization.

If you have removed the device by mistake, please contact your Toshiba reseller to register the device again.

**e-BRIDGE Global Print**

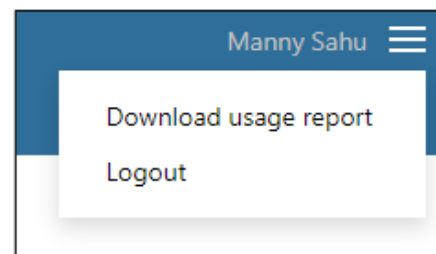
MY ACCOUNT COMPANY PRINT JOBS USERS DEVICES

🔍 Brochure X Showing 2 of 7 total

Print Job	User	Submitted Date ▼
e-BRIDGE Global Print Brochure 15 Manny.pdf.pdf	maxsahu6294@gmail.com	06/20/2022 02:44 PM
e-BRIDGE Global Print Brochure 15 Manny.pdf.pdf	maxsahu6294@gmail.com	06/20/2022 02:44 PM

## USAGE REPORT

This MENU option is only available to the administrators of your organization. As the Administrator of your organization, you can download the usage report for your entire printer fleet in CSV format. This report shows the user activities at the MFP, including copy/scan/fax and print. Please note that the MFP must be configured in “Secure MFP” mode for usage tracking.



This simple CSV file helps administrators understand the usage pattern for their users and printers across the organization. Each column in the downloaded CSV file is described below.

COLUMN NAME	DESCRIPTION
Serial	The serial number of the device that performed the job.
Model	The model of the device that performed the job.
user_name	The user account name of the owner of the job.
domain_name	The domain name or LDAP server of the user account for the job.
timezone	UTC time zone of the device that performed the job.
started_time	Shows the start date and time of the job.
completed_time	Shows the completed date and time of the job type.
job_type	Shows the job type (scan/print/copy) that was performed on the device.
document_name	The document name from the job type.
color_mode	The color mode for the job (AutoColor, FullColor).
print_count_color_mode	The color page count from the print job.
print_count_duplex	The duplex page count from the print job.
print_count_pages	The page count from the copy job.
printed_pages	The page count from the print job.
ip_address	IP Address of the device that performed the job type. This will show only "EWB" for now.
fax_reception_number	The fax reception number of the fax job.
file_format	The file format for Scan-to-file.
file_name	The file name for Scan-to-file or e-filing.
file_store_path	The shared folder path for Scan-to-file.
from_address	The FROM address for Scan-to-email.
email_address	The TO email address for Scan-to-email.
to_cc_bcc	The CC and BCC email address for Scan-to-email.
subject	Shows the subject line for the Scan-to-email.
scanned_pages	Shows the scanned page count for the scan job.
message_id	Internal message id.
communication_mode	The communication mode of the fax job.
received_pages	Received page count for the fax job.
total_transmitted_pages	Sent page count for the fax job.
error_code	The error code from the performed job type.
workflow_error_code	Additional error code from scan/fax workflow.



# USERS & ROLES

Any user that accesses the e-BRIDGE® Global Print web portal will have access to settings and resources based off the company they belong to and their role. There are two primary roles in the portal:

**USER:** All users have this most basic General role. It allows users to manage their user settings, such as PIN code and self-registration key for their badge. These users also may view the print jobs in their own print queue.

**ADMINISTRATOR:** The first user created within an organization is the default Administrator. In addition to managing their personal settings, the administrators can edit the settings for their company, view and manage their users and devices, monitor the print queue, and export usage statistics for the entire organization.

## CONFIGURE TOSHIBA MFP WITH e-BRIDGE® GLOBAL PRINT EMBEDDED APPLICATION

Your Toshiba reseller must setup and configure e-BRIDGE® Global Print on your Toshiba MFPs. Please contact your Toshiba reseller for this step.

e-BRIDGE® Global Print may be configured on Toshiba MFPs either in “Secure MFP” mode or in “Secure Print” mode. Depending on the user experience expected at the panel, the customers may choose either configuration mode, but “Secure MFP” mode is most widely used and considered more secure.

### “SECURE MFP” MODE

In this mode, the MFP panel is locked. The user must log in first via PIN or badge before any MFP function is available. After logging in, the user may copy/fax/scan documents or release their print jobs securely. In this mode, the user activities at the panel are reported to the cloud portal for usage monitoring. Single Sign-On is also supported in this mode.

### “SECURE PRINT” MODE

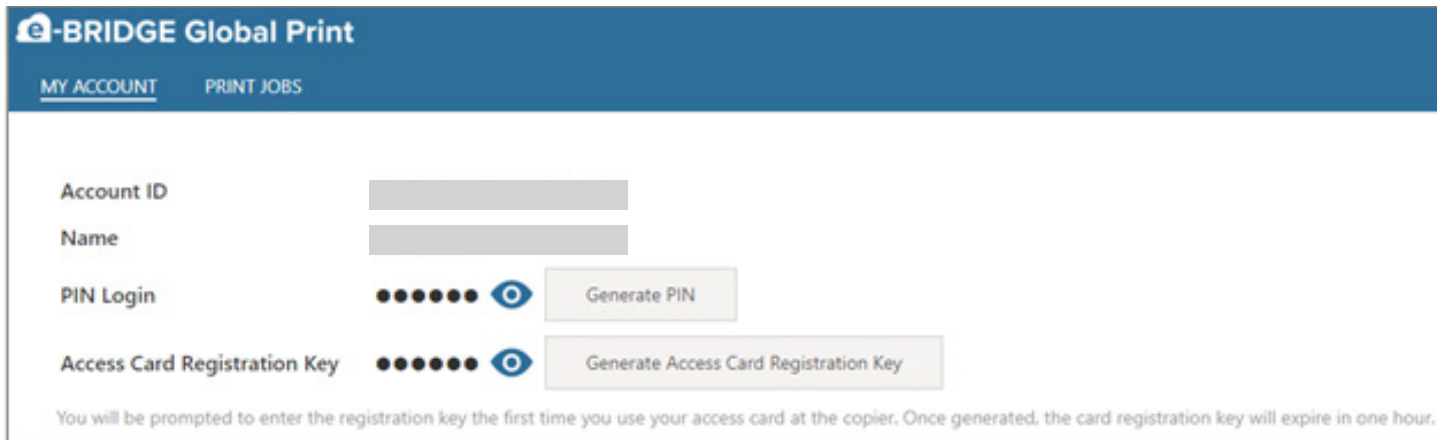
In this mode, the MFP panel is not locked. Therefore, the users are allowed to do copy/scan/fax jobs without having to authenticate at the panel. However, to release their print jobs, they must start the e-BRIDGE® Global Print app on the panel and authenticate with a PIN code. No usage tracking is done in this mode. Also, please note that badge authentication is currently not supported in this mode.

## WELCOME EMAIL FOR ADMINISTRATORS

After your Toshiba reseller has successfully configured your organization in e-BRIDGE® Global Print cloud, you as an Administrator for your organization will receive an automated Welcome email message from the system. The email provides step-by-step instructions on how to onboard your users to e-BRIDGE® Global Print system. Let’s discuss each of those steps in detail here.

## GENERATE PIN

To generate a PIN, each user can simply log into the self-service e-BRIDGE® Global Print portal (<https://egp.toshiba-solutions.com>) using his/her credentials and press the “Generate PIN” button.



The screenshot shows the e-BRIDGE Global Print portal interface. At the top, there is a navigation bar with 'MY ACCOUNT' and 'PRINT JOBS' links. Below the navigation bar, there are four input fields: 'Account ID', 'Name', 'PIN Login', and 'Access Card Registration Key'. Each field has a corresponding 'Generate' button: 'Generate PIN' for the PIN Login field and 'Generate Access Card Registration Key' for the Access Card Registration Key field. A note at the bottom states: 'You will be prompted to enter the registration key the first time you use your access card at the copier. Once generated, the card registration key will expire in one hour.'

## SELF-REGISTER YOUR BADGE

Optionally, if your company uses badge access, the users may also self-register their badges with their accounts at the Toshiba MFP panel. This is a convenience for the Administrator who will not have to manually associate each badge with a user in e-BRIDGE® Global Print.

To self-register your badge, each user can simply log into the e-BRIDGE® Global Print web portal (<https://egp.toshiba-solutions.com>) and press the “Access Card Registration Key” button. This will create a six-digit card registration key. This key is required at the panel to associate the badge with the user account.



At the panel, simply select the “Register Card” button and enter the registration key. Now, your badge is associated with your account. Please note that the six-digit registration key expires an hour after it was generated from the e-BRIDGE® Global Print portal. Therefore, you must finish this step within an hour of generating the key, otherwise you will have to generate a new registration key from the e-BRIDGE® Global Print portal.

## DOWNLOAD & INSTALL e-BRIDGE® GLOBAL PRINT CLIENT ONTO YOUR WORKSTATIONS

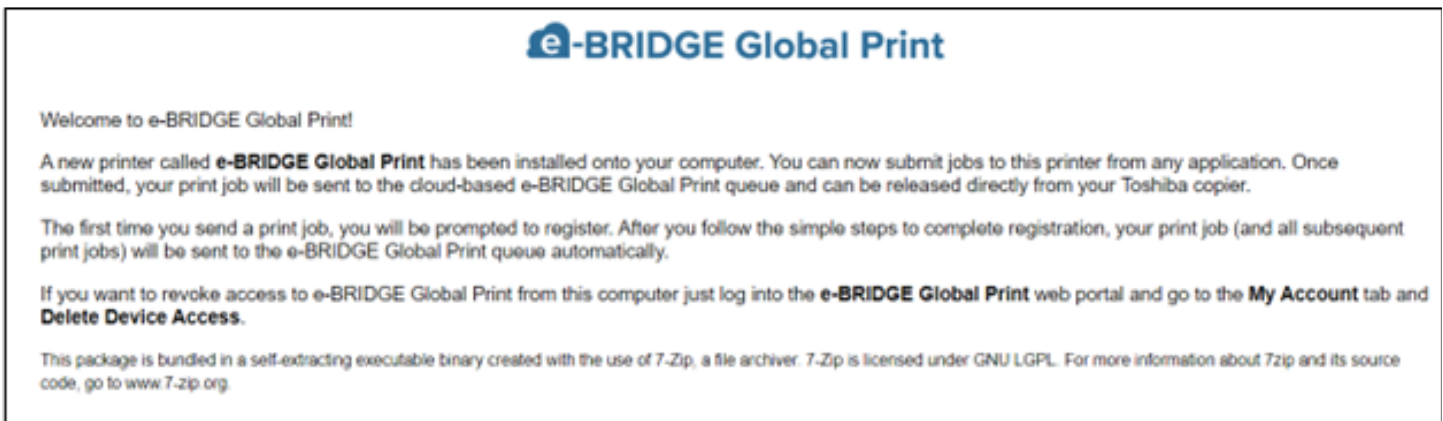
The Welcome email sent to the new Administrator includes the download link for the e-BRIDGE® Global Print client application. Download the appropriate client for your workstation operating system. e-BRIDGE® Global Print supports Windows®, macOS® and Chrome™ workstations. Windows® and macOS® clients can be downloaded from the download link, whereas the Chrome™ extension must be downloaded from the Chrome™ Web Store.

### INSTALL ON WINDOWS®

On Windows®, please run the client application.

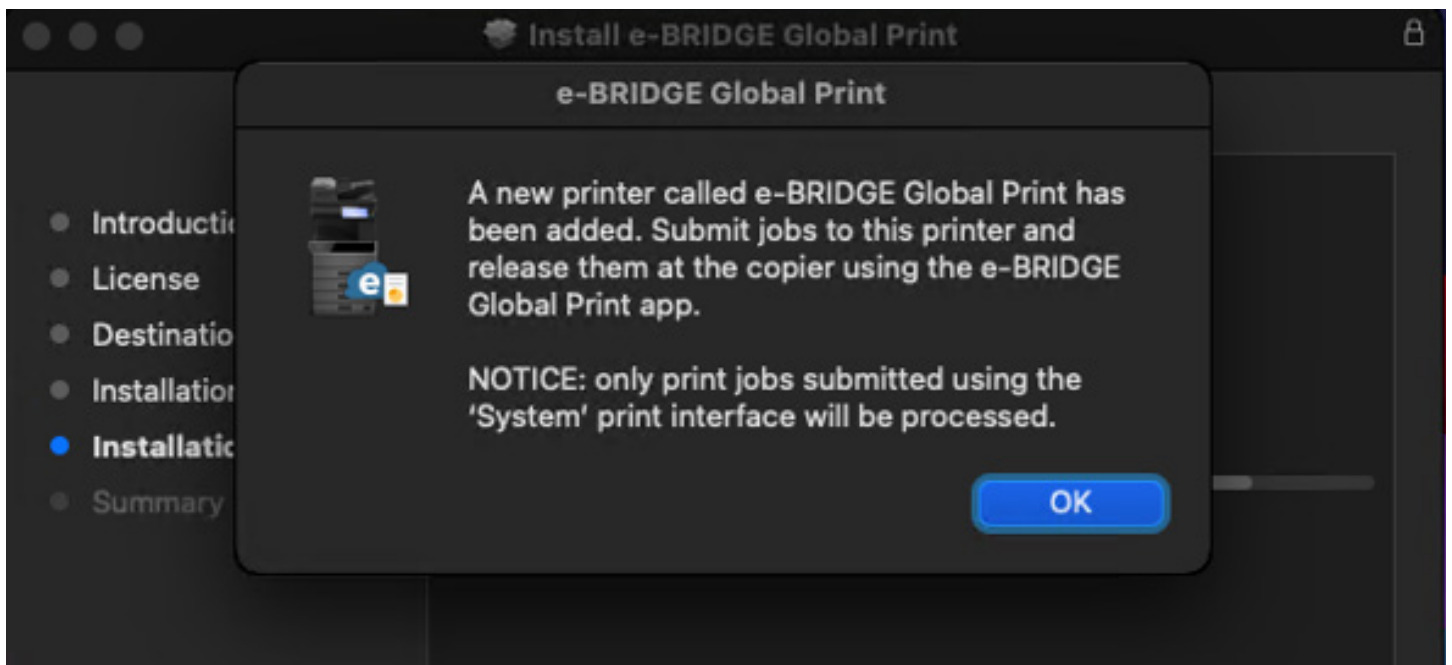
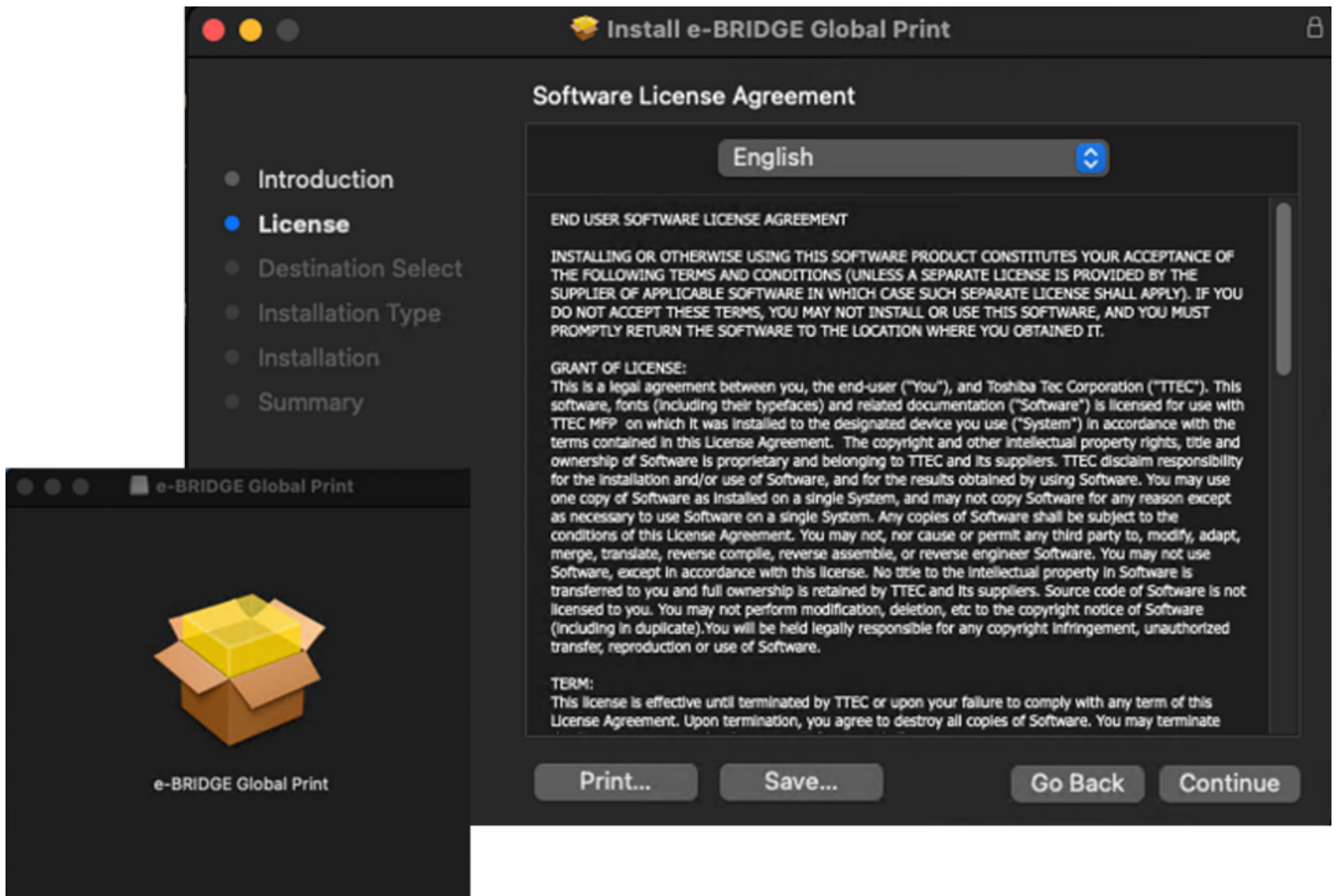
Name	Date modified	Type	Size
Readme	4/27/2022 7:23 AM	File folder	
Setup e-BRIDGE Global Print.exe	4/27/2022 7:23 AM	Application	46,621 KB

The installer will install the Toshiba universal print driver and e-BRIDGE® Global Print plugin onto the user’s workstation. This will also create a new default printer named “e-BRIDGE Global Print” onto the workstation. After successful install, you will be redirected to an HTML Welcome message as shown.



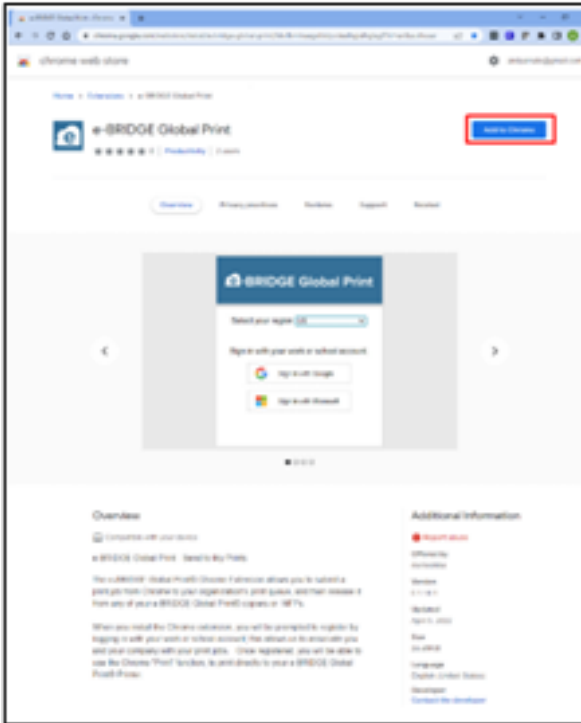
### INSTALL ON MAC®

On Mac®, the installer will install the Toshiba universal driver and e-BRIDGE® Global Print plugin on the user’s workstation. This will also create a new default printer named “e-BRIDGE Global Print”.



# INSTALL ON CHROMEBOOK™

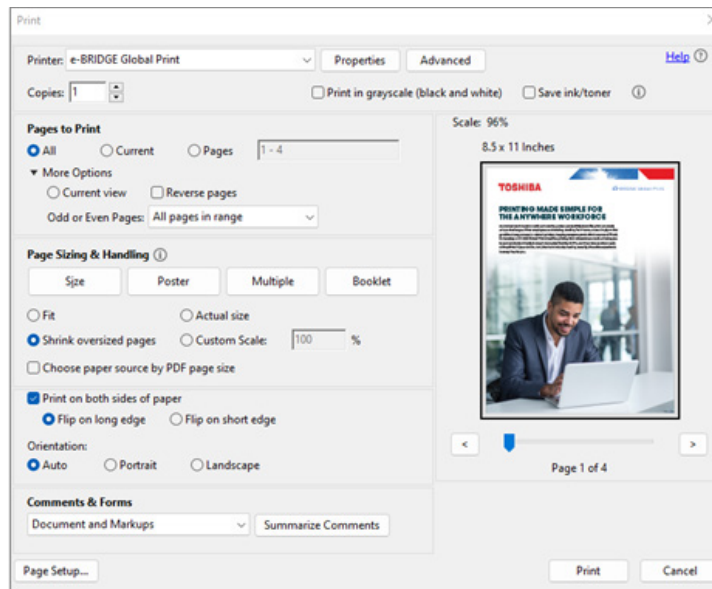
On Chromebook™, the user must download and install a Chrome™ extension from the Chrome™ Web Store. This will also create a new default printer named “e-BRIDGE Global Print” onto the workstation. Here is a link to more info on Chrome™ extension: <https://support.google.com/chromebook/answer/2588006?hl=en>



## START PRINTING FROM YOUR WORKSTATIONS

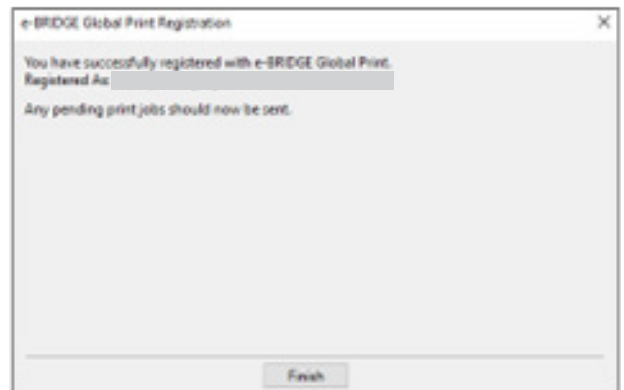
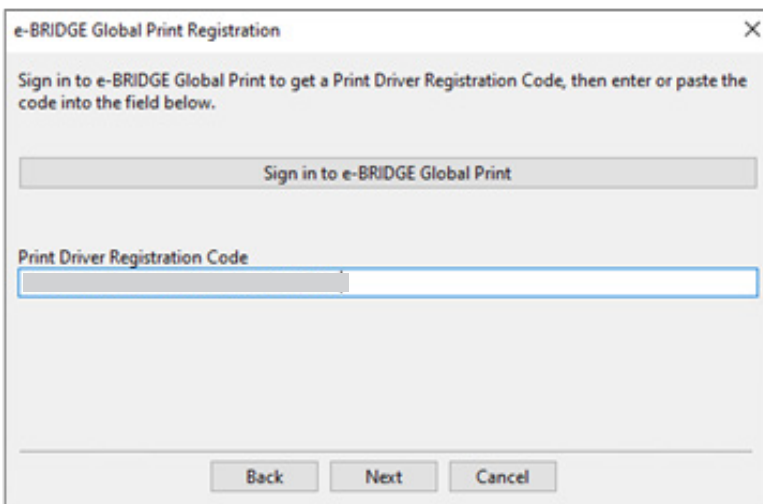
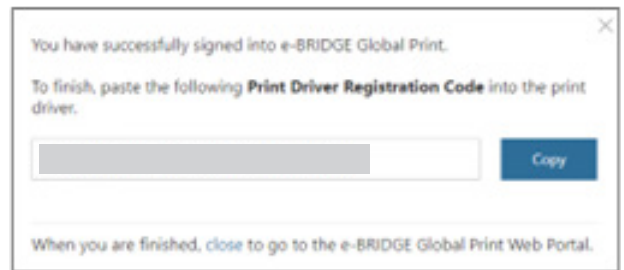
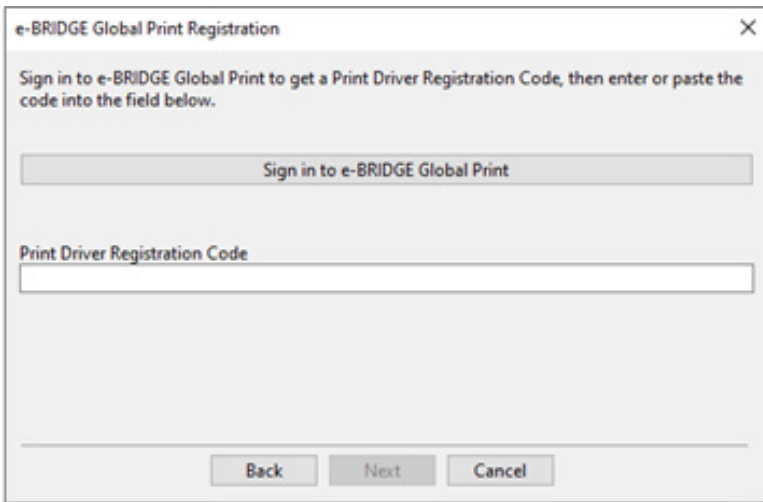
Now your workstation is ready for cloud print. Please be sure to select “e-BRIDGE Global Print” printer from your print dialog.

### PRINTING ON WINDOWS®





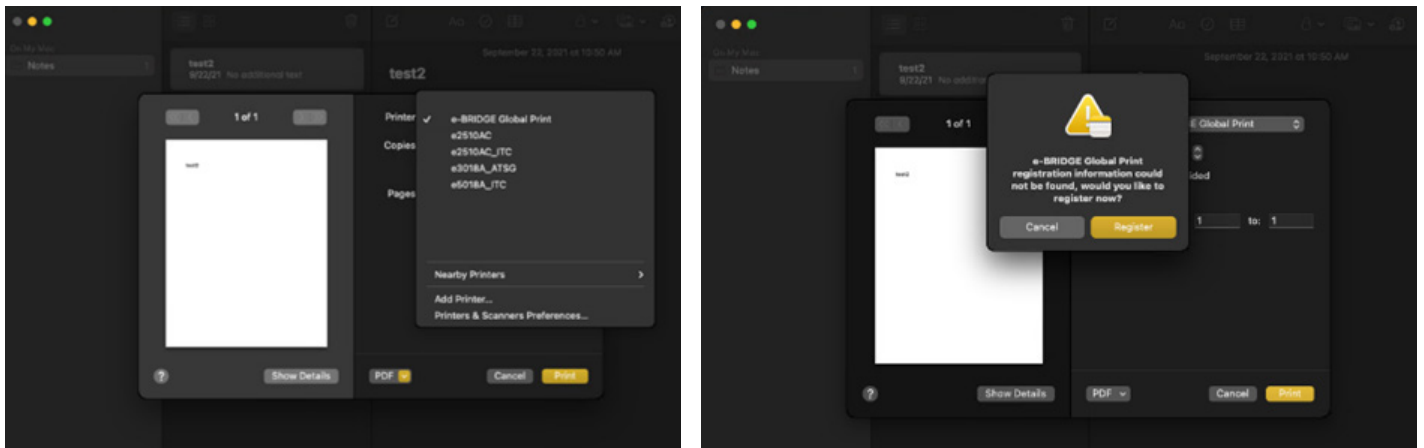
For the first time, the users try to print to the “e-BRIDGE Global Print” printer, they are asked to sign into the e-BRIDGE® Global Print cloud portal using their login credentials. After signing in, the user is presented with a Print Driver Registration Code. The user must copy this registration code and paste the code into the Print Driver Registration Code field in the Registration dialog.



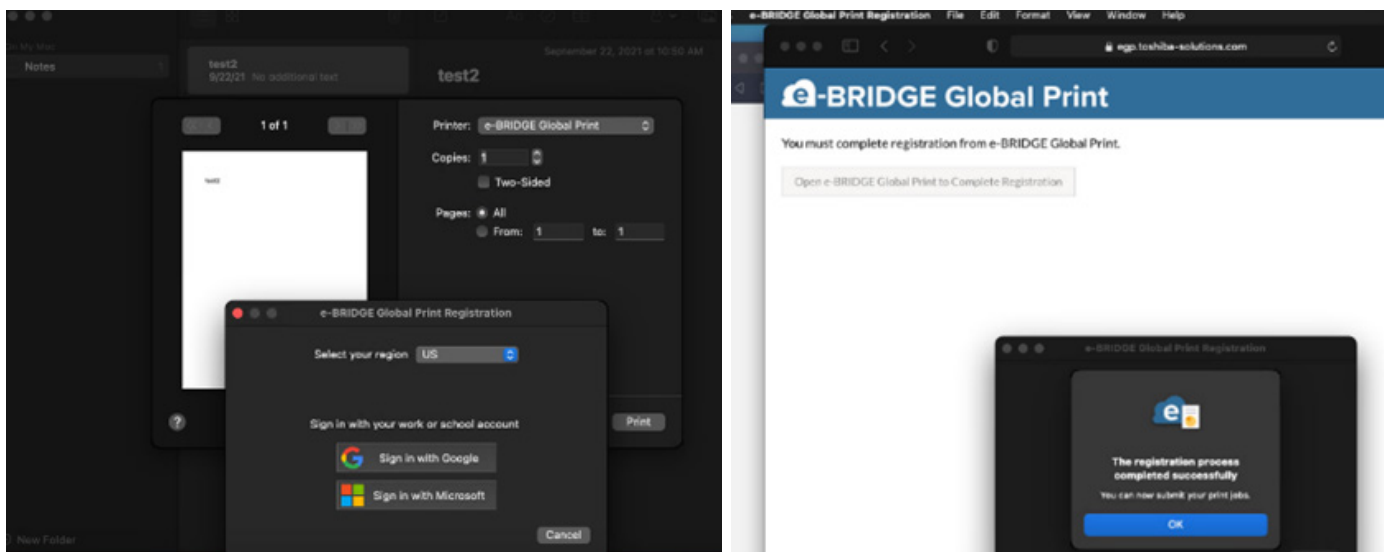
Then, the user workstation is all set for printing.

## PRINTING ON MAC®

For the first time, the user tries to print to the “e-BRIDGE Global Print” printer, the user workstation must be registered with the e-BRIDGE® Global Print cloud.

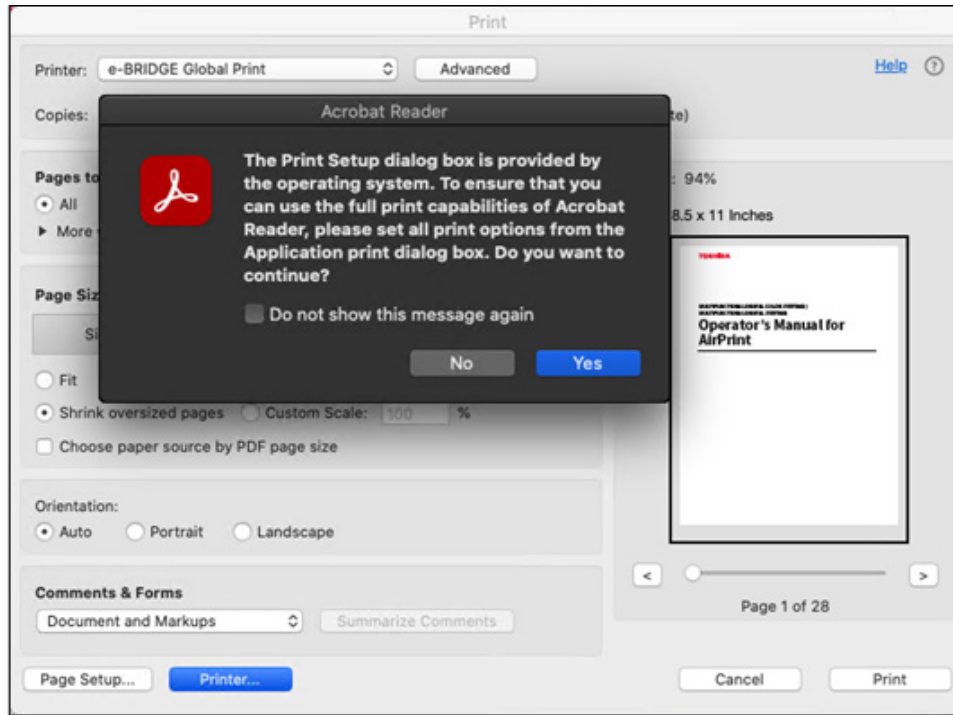


This step is completed automatically after the user completes signing into the e-BRIDGE® Global Print cloud portal using his/her login credentials.



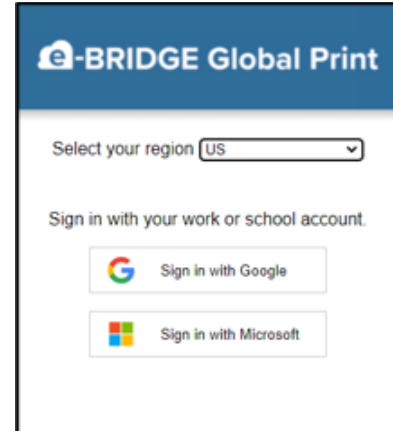
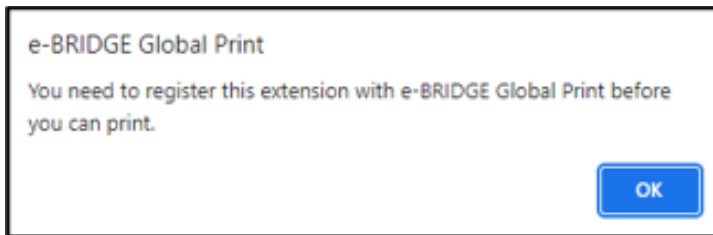
Then, the user workstation is all set for printing.

There is also a limitation while printing from macOS®. Each application in Mac® may have a separate “Application Print Dialog”. Some applications may offer “Application Print Dialog” as an option, however, the user must select “System Print Dialog” during the print for e-BRIDGE® Global Print to work correctly.

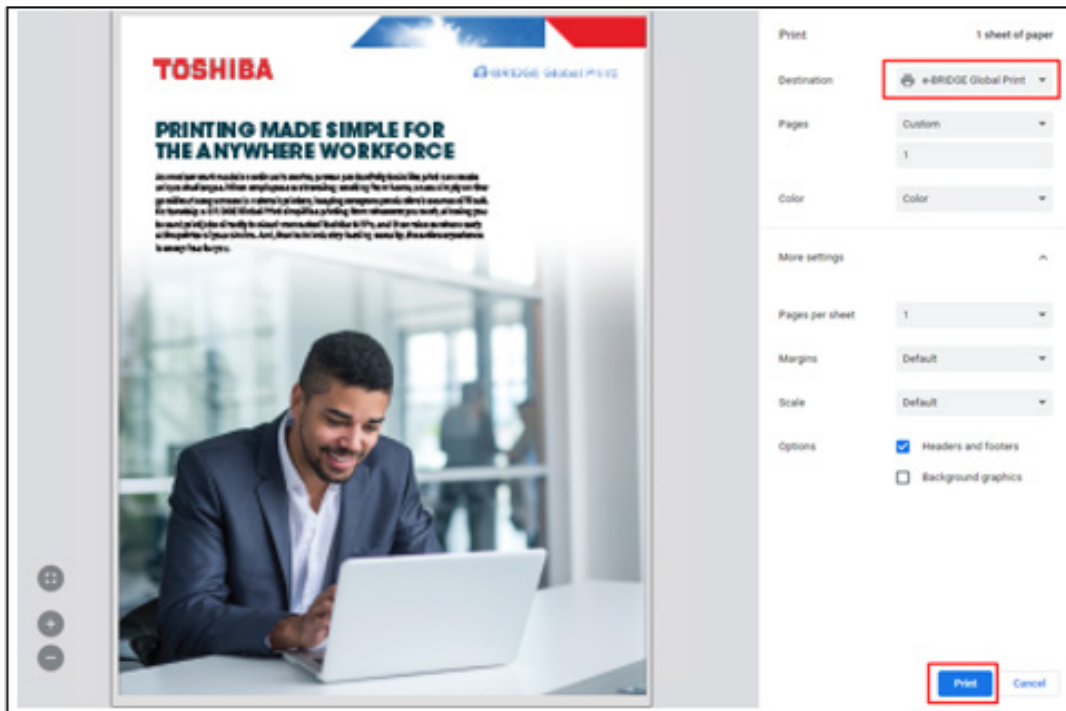


## PRINTING ON CHROMEBOOK™

The first time the user tries to print to the “e-BRIDGE® Global Print” printer, the user will be prompted to register with the e-BRIDGE® Global Print cloud.



This step is completed after the user completes signing into the e-BRIDGE® Global Print cloud portal using his/her login credentials.

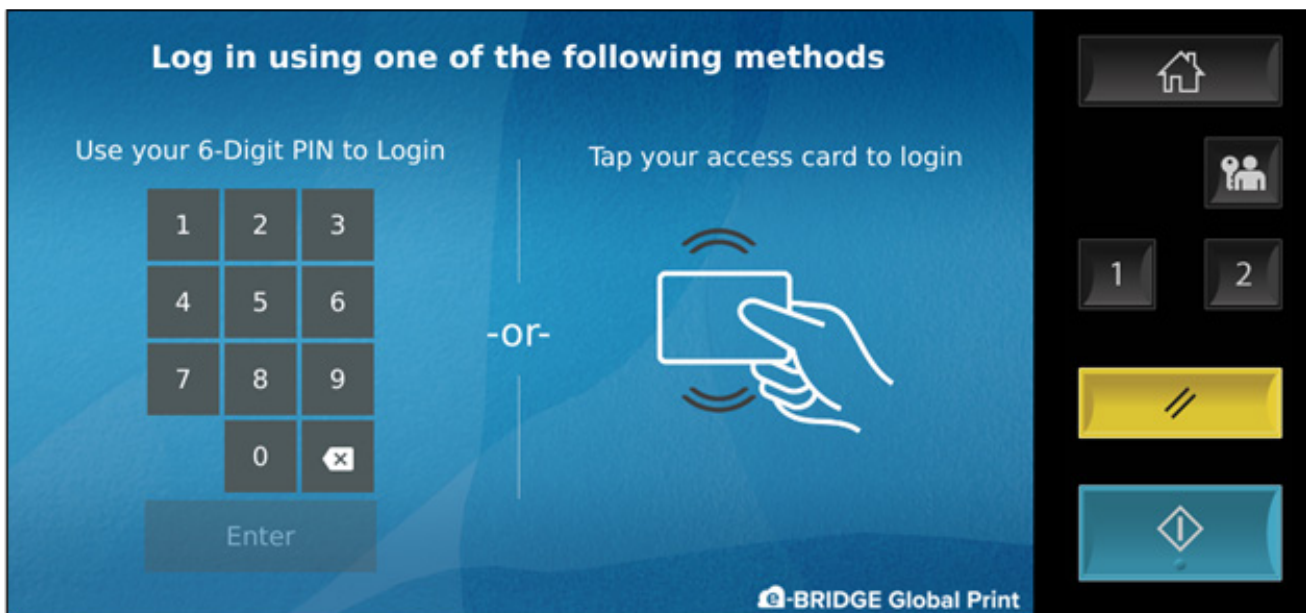


Then, the Chromebook™ is all set for printing.

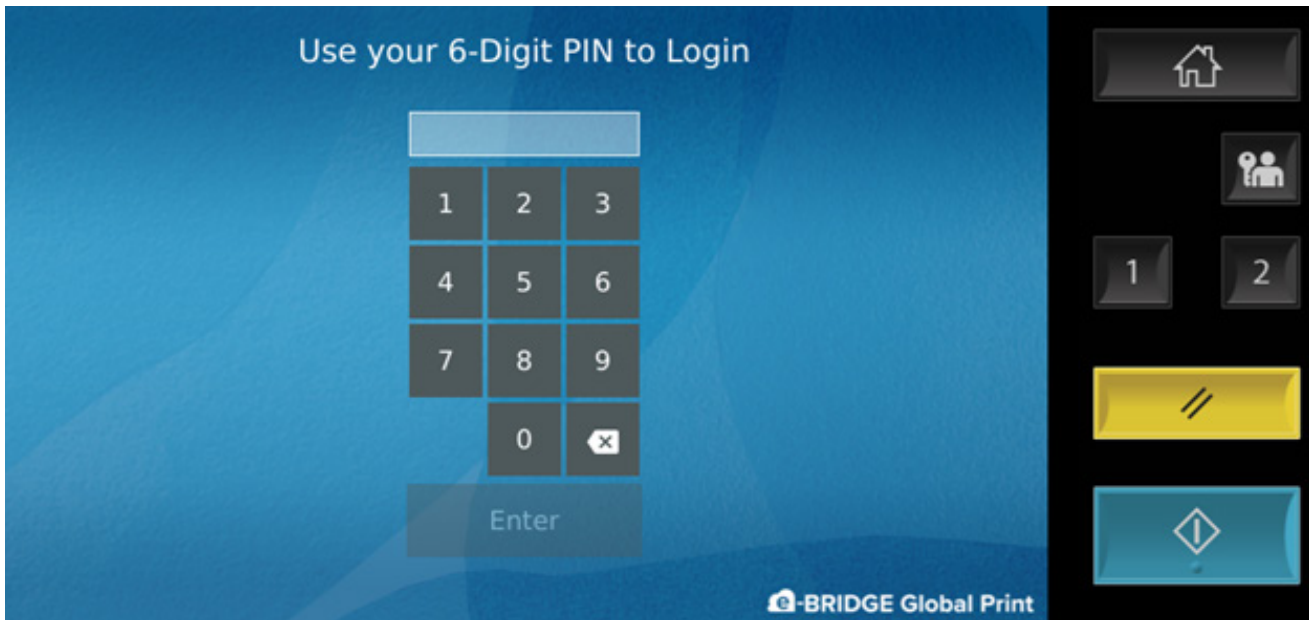
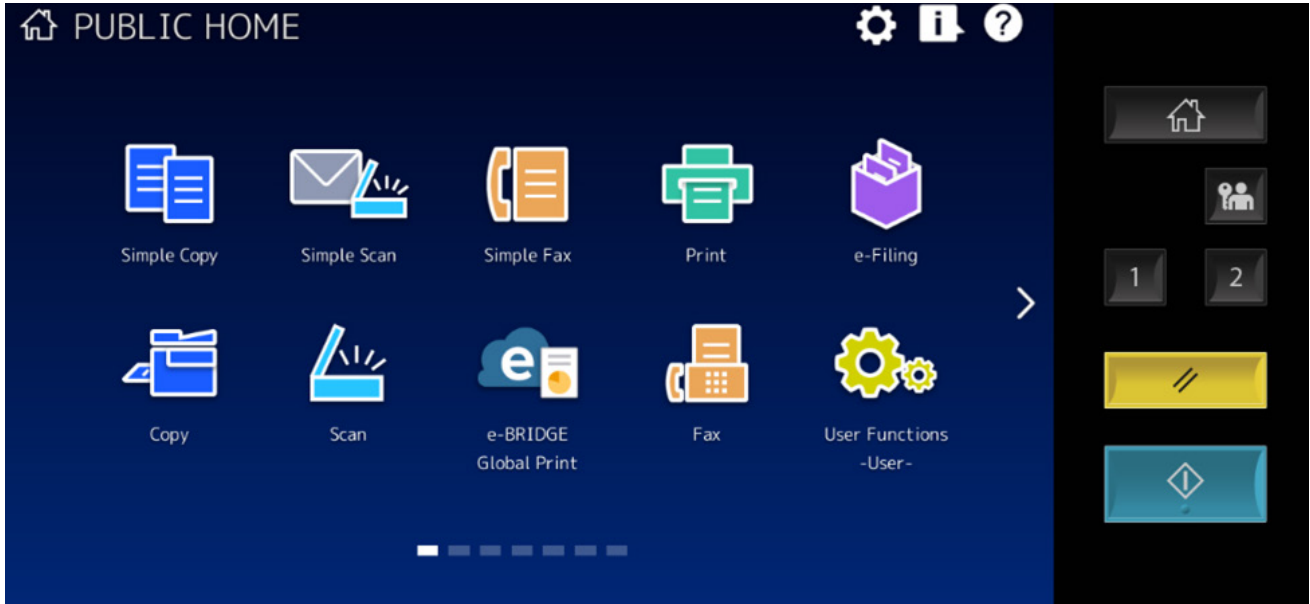
## SECURELY RELEASE YOUR PRINT JOBS

After you have submitted your print jobs, these jobs are queued in the e-BRIDGE® Global Print cloud until the user logs into the MFP front panel to release them.

If the eAPP was configured for “Secure MFP” mode, the MFP panel will be locked, and the user must enter his/her PIN code or tap the badge to sign in.

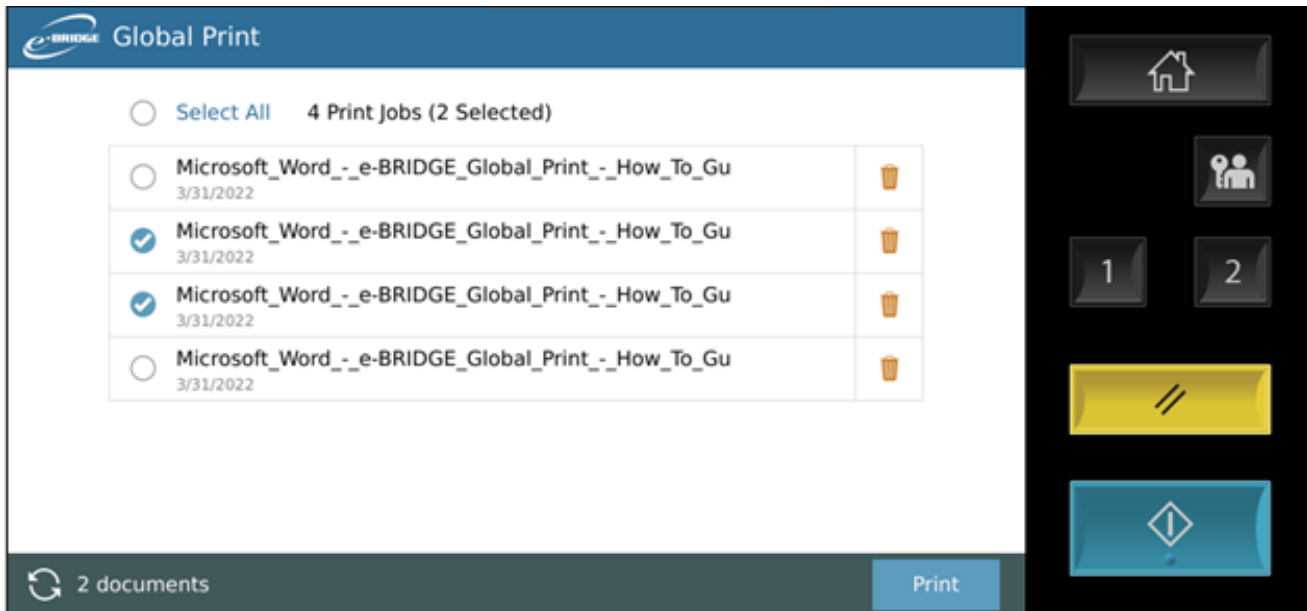


If configured for "Secure Print", the e-BRIDGE® Global Print app will be available on the front panel. The user can select and start the app and then enter his/her PIN code to sign in.



After logging in, the user can view his/her print jobs. To release one or more jobs, just select them and tap the Print button.





The user may delete print jobs that are no longer needed. All print jobs are automatically deleted from the queue after 72 hours from the time they were submitted.

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For more information on e-BRIDGE® Global Print from Toshiba, please review FAQs [here](#).

## TOSHIBA

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Inv. Code: 22415 Toshiba's e-BRIDGE Global Print User Guide - End User 7/22