STUDENT PRINTING AT LANDER UNIVERSITY

Questions? Call the **ITS Help Desk** at **(864) 388-8234.**

Where are Print Release Stations Located?
- ☐ Computer Commons (Main Print Location) – B/W and Color
- ☐ Jackson Library (Main Level Behind Stairwell) – B/W Only
- ☐ Learning Center (Ground Floor Near Stairwell) – B/W Only
- ☐ Bearcat Lounge (Cultural Center Lobby) – B/W Only
- ☐ Laura Lander Hall (Second Floor Lobby) – B/W Only
- ☐ PEES (Near Gym) – B/W Only
- ☐ Centennial Hall Lobby – B/W Only
- ☐ New Hall – B/W Only

How does the Print Management and Allowance work?
- ☐ Student printing is managed by a program called PaperCut. Active students are automatically issued PaperCut accounts the first time they print documents.
- ☐ Each active student is assigned a non-transferable printing allowance each semester.
- ☐ Currently, the print allowance ($30.00/semester) is enough to print 600 pages B/W each full semester (Fall/Spring) and 200 pages B/W for summer. For most students, this covers the required printing for courses.
- ☐ Printing charges are assessed as follows: B/W – $0.05 per page and Color -- $0.30 per page.
- ☐ Students that exhaust their printing allowance can add funds to the Print account at the Business Office during regular business hours. The Business Office will provide a receipt which must be brought to the ITS Help Desk on the lower level of Jackson Library so that the balance can be applied to the print account.
- ☐ Print accounts will remain active and account balances will rollover from the Fall semester to the Spring semester, and into Summer Sessions. Print account funds will be reset just prior to the beginning of Fall semester.
- ☐ Printing funds are non-refundable and non-transferable.

To Print from your Laptop or Mobile Device
- ☐ If you would like to be able to print from your laptop or mobile device (iPhone, iPad, Tablet, etc…), please bring it by TRACS on the lower level of Jackson Library for assistance and set up.
- ☐ Print jobs that are sent to the B/W queue can be collected at any of the Print Release Locations detailed above within 24 hours.

What do I need to know about documents I plan to print?
- ☐ Documents sent to the Print queue will remain available for printing for 24 hours. This allows students to send documents to the print queue and collect several hours later on the way to class.
- ☐ Documents that are not printed within 24 hours are automatically removed from the print queue and deleted. Students are not charged for documents that are deleted from the print queue; charges are only applied when a document is printed.
- ☐ If a document is not available to print when a student logs on to the print station, there are a few things to check:
    - ▪ Was the document sent to the appropriate print queue?
    - ▪ Was the page sent the correct size and format?

- If printing from Blackboard or another website, download the document and open the downloaded file for best printing results.
- If the document was attempted to be 'un-paused' from the print queue on an individual computer rather than a Print Release Station, the document was automatically removed from the print queue and deleted.
- Print jobs are limited to 50 pages or under. Documents that are longer than 50 pages must be broken down and sent to the print queue as a series of smaller jobs. Note that this includes multiple copies of the same document.
- Student Technicians at the ITS Help Desk on the Lower Level of Jackson Library are available to assist with printing issues.

☐ Documents are not able to be saved or retrieved from print queues. Please make sure that you save a copy of your document on a USB drive or email it to yourself in the event that there is a printing error or you need another copy.

Can I print on a envelope, special resume paper, or legal size paper?

☐ In order to serve the majority of students effectively, options for printing are limited to standard 8.5"x11" B/W or Color pages from the B/W or Color queues.

What happens if I have insufficient print credit?

☐ If you use all of your print credit, or need more to print a large number of prints, you can purchase additional print credit at the Business Office in Carnell Learning Center. The Business Office will provide a receipt, which you will need to bring to the ITS Help Desk in order for your purchased print credit to by applied to your account.

No monetary refunds will be given.

☐ Any funds in your print account must be used towards printing. Any leftover balances will not be refunded. Print credit is non-transferable.

☐ Print jobs are only charged to student accounts when those jobs successfully print after being released at a Print Release Station.

Print Attentively and Safeguard your Print Account.

☐ Be sure you know what you are printing, how many pages, etc. before releasing the print job.

☐ Please note that the print accounting system is designed such that a user's print account is only debited for pages that actually emerge from a printer. Users are not charged for unprinted pages, or print jobs that are delayed or "stuck" and are subsequently removed from the print queue.

☐ Funds will not be credited back to your print account due to print problems such as:
- Accidentally sending more than one copy of a document to the printer.
- Accidentally printing the "wrong" file.
- Formatting problems not caused by a bug or malfunction in the system or printer.
- Forgetting to log out and someone else using your print account funds.
- Print jobs that a student fails to pick up from the printer.
- Print jobs delayed several minutes due to large file size or heavy user load.

☐ Safeguard the balance of your print account by remembering to **ALWAYS LOG OUT** from a workstation when finished working.

☐ Your account may be refunded for each unsatisfactory page multiplied by the per page cost of the problem if the malfunction was caused by:
- A printer malfunction (e.g. paper jams, streaks, faded print due to low toner).
- A malfunction of the print account system.

☐ You must request a refund of a specific print job within 24 hours of the malfunction at the ITS Help Desk on the Lower Level of Jackson Library.