# Printing Changes Fall 2012

Did you notice? Lander University has a new Print Management program for use by students in the Computer Commons and Library Computer Lab. The new program is called PaperCut, and it has helped Lander University upgrade and add additional options to the printing services enjoyed by students.

Lander University now offers "**Follow Me Printing**" which allows students to print and collect documents from any release station to the adjacent printer(s).

How do I use this option? Students select a print queue based on the type of document they are printing: B/W, Color, or Large Format (11" x 17"). When it is time to collect the printed document, log on to an available release station, select the print job (document) to be collected, and release from the print queue. The document will print to the adjacent appropriate printer.

Where do I use this option? Currently Color printing and Large Format (11" X 17") printing are available only in the main Computer Commons. B/W printing is available in the Computer Commons and on the main level of Jackson Library. We hope to be able to add additional locations around campus in the future.

Will anything be different when I log in to the computer? The first time you log in to one of the computers in the Computer Commons or Library Lab, you will be asked to login for printer access. You will see the following dialog box:
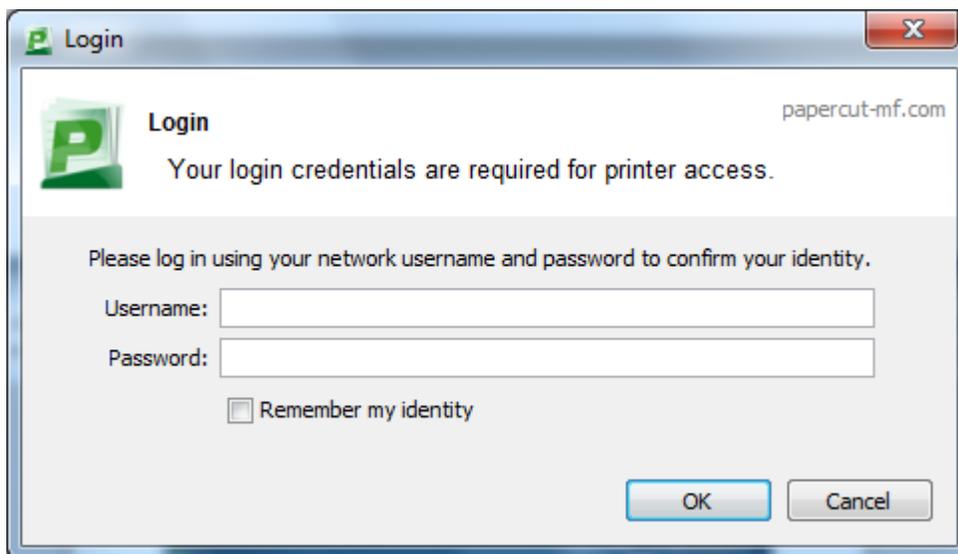
Confirm your login information. You may be asked to confirm your login information at the start of each semester.

Can I print from my laptop? If you would like to be able to print directly from your laptop, please bring your laptop to TRACS on the lower level of Jackson Library between 8:30am and 4:30pm for assistance.

How does this affect my printing allowance? Each student is assigned a printing allowance each semester. Currently, the print allowance ($30.00) is enough to print 300 pages B/W each semester. For most students, this covers required printing for courses. Printing charges are assigned as follows: B/W – $0.10 per page; Standard Color (8.5" x 11") – $0.30 per page; and Large Format Color (11" x 17") – $0.50 per page. Students that exhaust their printing allowance can add funds to their Print account at the Business Office during regular business hours. Print balances are carried over from the Fall to the Spring semester and are reset each summer. Printing account funds are non-refundable.

How long will my document be available for me to print after I send it to the print queue? Documents that are not printed within 24 hours will be automatically removed from the print queue and deleted. Students are not charged for documents that are deleted from the print queue; charges are applied only when a document is printed.

I don't see my document available in the print queue. Who can help? If a document is not available to print when a student logs on to the release station, there are a few variables that the student can check.

- Was the document sent to the appropriate print queue? Color documents should be sent to the Color print queue, and Large Format documents to the Large Format queue. Large Format documents need to be formatted to Large Format dimensions (either 11" x 17" or ledger-size paper).
- 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. The document will need to be sent to the appropriate print queue again and released at a Print Release station. This assures students that documents will not be printed and left sitting at a printer when they are not present to collect the documents.
- Student Technicians at the ITS Help Desk are available to assist with Printing issues.

I want to print on an envelope or legal size paper. Can I do this at the Computer Commons? In order to serve the majority of students effectively, options for printing are limited to standard 8.5" x 11" B/W or Color pages for the B/W or Color queues and to 11" x 14" Color pages for the Large Format queue.

Do I print from the Mac computers in the Computer Commons the same way? The Mac computers in the Computer Commons require you to enter your username and password an additional time to add your document to one of the Print Queues. Information Technology Services is working with PaperCut's support team to eliminate this additional requirement. If you have questions or need assistance printing from one of the Mac computers, please ask one of the Student Technicians at the Help Desk to assist you.