PaperCut Printing Procedures

Students or Guest Users click the Printer icon on the standard toolbar or select the Print Command from the File Menu to select the specific printer, or Kiosk Print Release Station. A User confirmation Pop-up will appear to login to the system. Users will login to the system by entering their Eagle Account "Username and Password" ("T" Number and Email Password). Guest Users will have the opportunity to create Guest Accounts.

A confirmation message appears in the middle of the computer desktop displaying that the print job was sent directly to a specific printer or Kiosk Print Release Station along with the remaining balance in the user's account.

If sent to a Kiosk Print Release Station, a confirmation message appears in the middle of the computer desktop displaying that the print job was stored in a Kiosk Print Release Station (Pay-Station) Queue for later release, also indicating that the Print Job will remain in a holding queue for 24 hrs.

Adding Value to User Accounts is accomplished at the Kiosk Print Release Station. At the Kiosk Pay/Print Release Station screen, users login by entering their Eagle Account "Username and Password" ("T" Number and Email Password). Guest users must create a permanent print account before adding funds in the PaperCut System, funds added to any account in the system will remain in the account balance for future use.

When the user tries releasing a print job with insufficient funds and clicks print, a message is display with an option to add funds to the account. If the user clicks the 'Yes' button, a dialog appears that instructs them to insert funds to their print account at the Kiosk Print Release Station directly by the means of cash $1; $5; $10; $20 in the Bill Acceptor Unit. The inserted amount is then added and displayed in real time and the print job is automatically released for the user once the required balance is registered by the system and becomes available in the user's account.

Printed Job refunds can only be requested once per transaction and require the attention of a staff member at the college location where the problem occurred. After the request is sent by the user, a staff member or admin manager of the solution can approve or disapprove refund request via the PaperCut Admin Web Interface under the new REFUND Tab. Only Staff members with right access level to perform this operation may be able to help students with refund request.

For assistance, please ask your instructor of laboratory assistant.