



## PaperCut FAQ

### 1. General

**Q: Why am I being charged for printing?**

A: Monitoring printing cost is a necessity in higher education due to the rising costs associated with printing.

**Q: Do my student fees cover this?**

A: No. The current Technology Services fee only covers the purchase and maintenance of technology used to service the LIT community. This includes our computer system used to maintain student records, equipment in the classrooms, and other related technology.

### 2. Important Dates

**Q: When will I have to start paying for printing?**

A: LIT will begin charging for printing beginning May 13, 2011.

**Q: When will I have to pay for printing?**

A: Students will be charged for printing in the open labs and unsupervised classrooms when classes are not in session.

### 3. Pay Station / Payment / Monies

**Q: What is my printing account name and password?**

A: Your account name is your "T" number and the password is your email password.

**Q: How will I pay for printing?**

A: There are printing kiosks located in the Beeson, MPC and TC buildings where students can add funds to their printing accounts.

**Q: How will I know the amount of funds on my printing account?**

A: Each time you log into your printing account you will be given your printing account balance, so you will know how much you can print before printing.

**Q: Will the kiosk log me out automatically?**

A: Yes. You will be automatically logged out after 30 seconds of inactivity. However, we advise clicking "Done" to end your session immediately following your transactions.

### 4. Printing (Paper Styles)

**Q: Will I be charged for all printing?**

A: No. Students will be able to print for free in the classrooms during class time under the supervision of the instructor.

**Q: Can I print in color?**

A: Yes, as long as there is a color printer in the classroom or lab.



**Q: Can I print duplex?**

A: Yes, as long as there is a duplex printer in the classroom or lab. Printing duplex is considered using one sheet of paper, but the amount of ink or toner is considered two pages.

(Duplex printing allows the automatic printing of a sheet of paper on both sides)

**Q: Are there a maximum number of pages that I can print per day?**

A: No. Students can print as long as there are funds on their printing account.

## **5. Problems / Troubleshooting**

**Q: Do I get charged if the printer jams and I am unable to obtain my prints?**

A: No. When printouts are in an unacceptable condition, the student account can be credited if there is a charge.

**Q: What if I am in an unmonitored classroom and a printout does not print properly?**

A: Students may go to a lab that has a monitor with a bad printout, and they can credit the account.

**Q: What if the quality of the print job is inadequate?**

A: Students may go to a lab that has a monitor with a bad printout, and they can credit the account.

## **6. Classroom / Semesters**

**Q: Will I be able to print between semesters?**

A: Yes. Each active LIT student will have an account and will be able to print as long as there are funds on their print account.