Printing

Students, Faculty, and Staff all have access to print services around campus. We utilize Micro Focus iPrint and PaperCut to handle the print and print accounting services respectively. You can find additional information in the pages.

- Printing Overview
- Print Credit
- Troubleshooting

Printing Overview

The purpose of this page is to give a “10,000 foot” overview of how printing works on campus. This is mainly for informational purposes.

What Happens to Your Print Job

1. Your computer submits a job to iPrint with the name of the printer you want to print to, your computer or Novell username
2. iPrint submits the job to PaperCut for approval based on the username attached and the print job type (color, duplex, etc.)
   - The print job is now being held by iPrint until it hears back from PaperCut
3. PaperCut now checks the print job
   - It checks if the username is in the system, how much the print job “costs”, and if the person has the needed print credit available to complete the job
   - If PaperCut fails a check, it will cancel the job on iPrint and nothing will print
4. If iPrint gets the “all clear” from PaperCut, then the print job is released to the printer you chose and is printed

Print Credit

MLC uses PaperCut to handle the print credit and print resource reporting.

Logging Into Your PaperCut Account

1. Visit http://papercut.mlc-wels.edu from a campus network
2. On the resulting page, login with your MLC Account `username` and `password`
3. You are now logged in

What You Can Do

From this site you can do the following things:

- Check your current print credit amount
- See how many total print jobs and pages your account has printed
- Check your recent transactions and print jobs
- See if you have any jobs pending release
- Log out

Adding Print Credit

Please stop in at IT Services during our open hours to have someone add print credit to your account. We currently accept the following payment types for print credit:

- Cash
- Check

Troubleshooting

- If you cannot log in, or have forgotten your password, please file a support request
- If your jobs are not printing, it is possible that you are out of print credit
  - See above for how to add print credit to your account

Troubleshooting

Here are some simple things to check if printing is not working as you would expect or hope.

- **Are you printing to the printer you expect?** Some machines have more than one printer installed. Check to make sure that the proper printer is selected from the print dialog and that you know where that printer is located.
- **Can PaperCut know who you are?** PaperCut will get sent your computer's username or your Novell username depending on whether you are logged into the Novell Client or not. If PaperCut is receiving the wrong username for any reason, then the print job can fail.
- **Do you have enough print credit to print the current job?** Greyscale pages are $0.05/page and color pages are $0.25/page. You need to have that print credit available before you send the print job for it to be successful. It will not print a partial job.
- **Something else maybe?** Have no clue what is going on? File a support request with IT Services and describe what happened as clearly and completely as you can so that we can take a look into it.