Using the PaperCut system

A guide to printing in the CCS labs through the PaperCut system

Table of Contents

The PaperCut system

CCS uses PaperCut print management software to regulate printing in the labs. Students will need to authenticate the print jobs they send to printers in most CCS labs.

Every student begins each semester with a $20 CCS allowance ($10 for the summer semester), for printing at a black & white lab printer, 24-hour lab printer (black & white or color), library or Student Success Center printer. This is approximately 400 black & white prints.

Printing via PaperCut

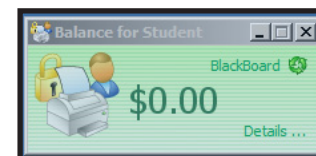Once logged into a CCS lab computer, you should immediately notice components of the PaperCut software:

Mac:
• the "PCClient" icon in the Dock,
• an account balance window
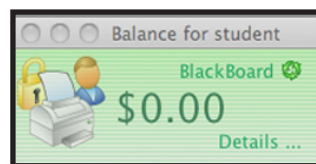
PC:
• the PaperCut icon in the system tray
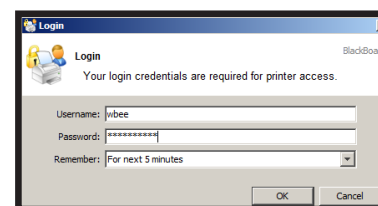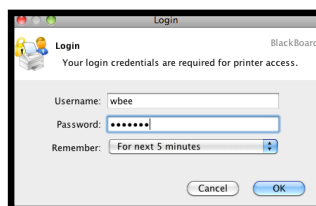• an account balance window

To send a print job, open your file and select the "Print" command within the application as you normally would.

Make sure that your printer settings are correct, such as the paper size, orientation, etc., prior to clicking the "Print" button. Once you do, the print job will be queued via PaperCut.

After making sure that your printer settings are set correctly, click the "Print" button to send the print job.

The print job will trigger the PaperCut software's login window. Type in your username and password, and click OK.
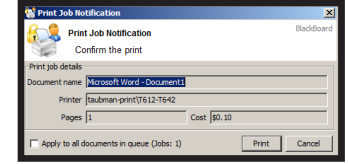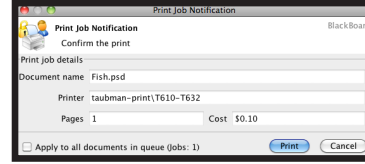
If successful, your account will be activated, and your current account balance will be displayed in the window.
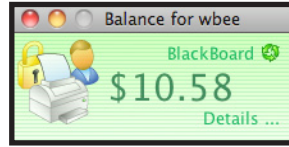
You will then be transferred to the "Print Job Notification" window.

The window lists the current print job(s) in the queue, along with details such as the filename, number of pages, current printer, and overall cost.

Click the "Print" button to confirm and release the job(s). The account balance window will then deduct the cost and recalculate your current balance.

Once you are finished submitting and releasing your print jobs, make sure to log out of your account.

On a Mac, select the "Logout" link, located in the "Actions" menu of the PaperCut application.
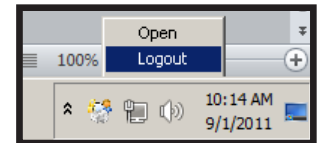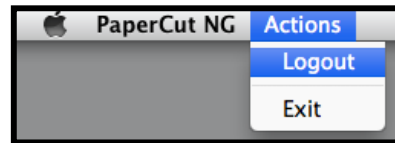
On a PC, right-click the PaperCut icon in the system tray, and select "Logout". Remember to log out to ensure that no other prints are inadvertently charged to your account.

CCS Print Credit and Student Payment Process

CCS grants each student a print credit to cover initial printing costs each semester. In many cases, this credit will cover all of a student's printing needs for the entire semester. However, if a student uses up the semester credit, PaperCut will draw funds from a student's SmART Card account to cover all further printing.

Here's how it works:

• When logged into PaperCut, you will see your current print credit amount displayed in the PaperCut 'account balance' window displayed at the top of the screen.
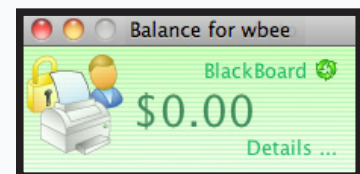
• If the PaperCut window shows $0.00 as your current balance, AFTER you have logged in, that means that you no longer have any CCS credit remaining.

• In this situation, when you send a print job, PaperCut will draw the exact amount needed for that job from your SmART Card account. PaperCut will show you the cost of the job and you will need to authorize the job for it to be processed and then PaperCut will transfer any funds needed. You must have money available on your SmART Card for a print job to go through.

• Once the job has been printed, the PaperCut window will again show a $0.00 balance.

• To track your own print jobs and to view how much money has been transferred from your SmART Card account, click on "Details" and log into the PaperCut website to access all of your account and transaction information.

• To add money to your SmART Card, log into Blackboard at the web address **bb.collegeforcreativestudies.edu**, and click on the SmART Card tab.

Printing via PaperCut

To access details of your account, be sure you are logged into PaperCut and click the "Details" link, located at the bottom-right corner of the account balance window.

A browser window will load and connect to the PaperCut main login. Type in your username and password, and click the "Log In" button.

The Summary page will display detailing your account balance and print history, such as your total print jobs, pages, and transactions.

You may click the categories along the left column, such as the current printing rates, pending jobs, and environmental impact, for more information.

When you are finished, and for security reasons, be sure to click the "Log Out" link in the left column.
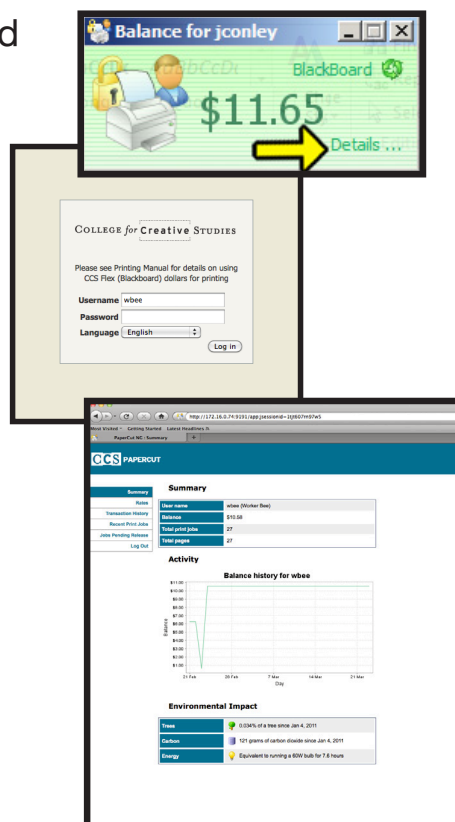
IF YOUR JOB DOES NOT PRINT...

Contact the HelpDesk at extension 7818 or by filling out a HelpDesk ticket to let us know about the problem that you are having. Please do NOT keep trying to print your job.

Requesting a print refund

In some cases, you may be entitled to a printing refund. You may submit a request by following the steps provided below. Your request will be reviewed and a response provided within one week.

Each refund request will be considered on an individual basis. If you feel that your situation warrants a refund, please provide as much information as possible about your issue. Include what software application you are printing from, if you are printing from Mac or PC, and the computer name.

Refunds will usually be issued for the following reasons:

• Printer malfunction
• Printer out of paper

Circumstances in which refunds will NOT be issued include:

• Job sent to the wrong printer
• Improper page/file set up
• When an "out of service" sign is posted
• Repeated printing of a file that is not printing
• When we do not receive enough information in your request to understand the situation

How to submit a refund request

If your PaperCut account is charged for print jobs that never completed, you may request a refund online.

Click the "Details" link located at the bottom corner of the PaperCut window, and log in to your PaperCut account via the pop-up login window.
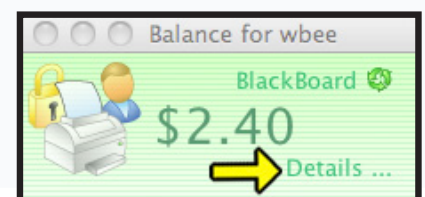
On the Summary page, click the "Recent Print Jobs" link located in the left-hand column.

To request a refund for a specific print job, click the "request refund" link in the rightmost column of that job.

Choose the requested refund amount, and type in a detailed description for requesting a refund.

Click the Send button.
(Refund requests are reviewed once a week.)

If your request is approved, your print job will be tagged as "Refunded", and your account will be credited with the amount requested.