

Printing Service website

<http://printing.ncl.ac.uk>

Log on to your personal print account to find out about print charges, your current printing funds and to buy more credits.

Printer funds (money)

- ISS gives all students a free allocation of funds (appears as ISS Funds in your printing account) at the start of each academic year. This is only applied to accounts in credit.
- Some academic Schools may also allocate funds.

Buying print credits

When your free credits run out, you'll need to buy more.

- Buy credits online at <http://printing.ncl.ac.uk> (min £5.00) or purchase a cash voucher at the Robinson Library Enquiry Desk.
- Take the voucher to the IT Support Desk in the Robinson Library or Old Library to have the funds added to your account.

Print charges (see also <http://printing.ncl.ac.uk>)

- 4 pence mono (black) A4, per sheet
- 12 pence colour A4, per sheet
- 24 pence colour A3, per sheet

If your job prints with a "header page" showing your funds when the job started to print, you will not be charged for this.

"Overdrafts"

If a print job costs more than you have in your printing account, it will complete. After it completes, you will be "overdrawn". You may continue to overdraw up to £2.50

An overdraft warning is printed on a header sheet if you try to print; you're also sent an email. Once you've reached your overdraft limit, you'll need to buy more credits to continue printing (see above).

Refunds

Refunds can only be given for failures caused by system or equipment malfunction, not for printing mistakes. Common errors we can't refund include:

- Jobs sent more than once
- Pages printed in colour instead of black and white
- Blank pages
- Printing an A4 page on an A3 printer, without checking Print Preview. (The printer will not automatically scale a page unless you specify this in the Print Setup.)

If you think you are entitled to a refund, take the spoiled output, including the header sheet, to the IT Support Desk.

Tracing jobs, cancelling jobs

Cancel a print job by pressing the Cancel button on the printer. You'll only be charged for pages printed.

Your Print Service account (<http://printing.ncl.ac.uk>) includes a list of all your **completed** print jobs. If you need to trace a lost job which is in progress, please ask the IT Support Desk.

Printer selection, Page Setup, Print Preview

Make sure that your document is set up to use the correct paper for your chosen printer.

- Choose Page Setup from the File menu
- Select Print from the File menu
- Check/select the printer you wish to use
- Go to Print Preview and check page size, breaks, numbers, and for any blank pages, especially at the end of a document.
- To make changes in the print set-up select Properties in the Print dialogue
- If using A3 be careful to scale your work if necessary

To help the environment, ISS printers are set to duplex printing by default (prints both sides of the paper), this can also be changed via 'Properties'.

ISS doesn't provide printers larger than A3, University Print Services, Level 1, Robinson Library can print many special requirements (A1 size printing, high quality colour etc.)

Slow printing?

Some PowerPoint files, pdfs and documents with large pictures may print slowly due to their size. Check with the IT Support desk if you're concerned a job hasn't printed.

Try printing your PowerPoint presentation as handouts instead of slides, this often prints quicker.

Scanning

Scanners are available free of charge in most cluster rooms.

Help and support

Staffed IT Support Desks are available in main cluster rooms:

- OLUA (Old Library User Area), Old Library Building
- Robinson Library PC cluster, Level 2

Alternatively, contact the University IT Service Desk:
it.servicedesk@ncl.ac.uk
(0191 222) 5999
www.ncl.ac.uk/iss