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Purpose
This documentation highlights features of iPrint, how to print and buy pages.

Audience
This documentation is designed for University faculty, students, and employees that will be using iPrint.
iPrint—Web Print

Web Print is a wireless printing system that allows any web-enabled, mobile, portable device to print documents simply by sending an email to any printing kiosks located throughout campus.

1. Log into your account, My Account.

![My Account Screen]

2. You will see a screen like this one. Log into your account using your UofM credentials.

![Login Screen]
3. When you log into iPrint you will see this screen. Click Web Print.

4. Click Submit a Job
5. Next, select which printer you would like to print the document(s). Once the printer is selected, click on the **Print Options and Account Selection** button.  
   **(A)** Use the **Quick Find** option to locate/find the printer by typing in the name of the printer or advance through the pages until you find the printer you want to print to.  
   **(B)** Find the printer, Select the printer.  
   **(C)** Once the printer has been selected, click on the **Print Options and Account Selection**.
6. (A) Choose the number of copies you wish to print. (B) Select Upload Documents.

7. There are two print options to select documents to upload and print (select documents to print from C: drive, thumb drive, OneDrive, cd, storage device, etc.) (A) Upload your documents by clicking Upload from Computer or by dragging the files to the Drag Files Here area. (B) Once you have uploaded your files, click Upload and Complete.
8. The next window you will see is a summary of print job window. Your print job should be located at the chosen printer and ready for pick up.

![Summary of print job window]

9. Click on the **Log Out** link to log out.

![Log Out link highlighted]
How to Purchase Pages

Redeeming a Print Card
Click on the Redeem Card to redeem print card purchased at the UofM Bookstore. Click on the Buy Pages link to purchase additional pages online.
To view a history of your past print jobs, (A) select the **Transaction History** to reveal all of the transactions in the past that you have printed. (B) Select **Recent Print Jobs** to view the jobs that have been printed. (C) If your print job did not print, check to see if it is in the **Jobs Pending Release** queue. To view, select **Release Jobs** to release jobs for printing. Cancel or Refresh View of jobs pending.
Purchasing Pages Online
To purchase additional prints online select **Buy Pages**, choose the increment you wish to purchase, and follow onscreen directions.

1. Select the **Buy Pages** Link.

![iPrint Summary](image1)

2. User is prompted to choose between Black and White or Color printing.

![iPrint Printing Options](image2)
3. Depending on choice, the user is prompted to select the number of pages they wish to add.

Premium printing (color printing) is now available. Color printing is only available in the Technology Hub at the University Center room 265. To utilize color printing you must add funds to your Color Print Balance. Funds must be added Online. Color printing increments are available as follows: $5 = 15 pages, $10 = 30 pages, $15 = 45 pages, $20 = 50 pages. Color prints are only available in 8.5 x 11 size.
4. The user is taken to TouchNet to enter and submit payment information.
5. Once payment is complete, the user is taken back to PaperCut/iPrint with an updated balance.

6. When you have finished, click **Log Out**.
Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.

Email umTech

- Email at umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please keep your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation