

iPrint

Web Print

Center for Teaching and Learning (CTL)

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Purpose

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

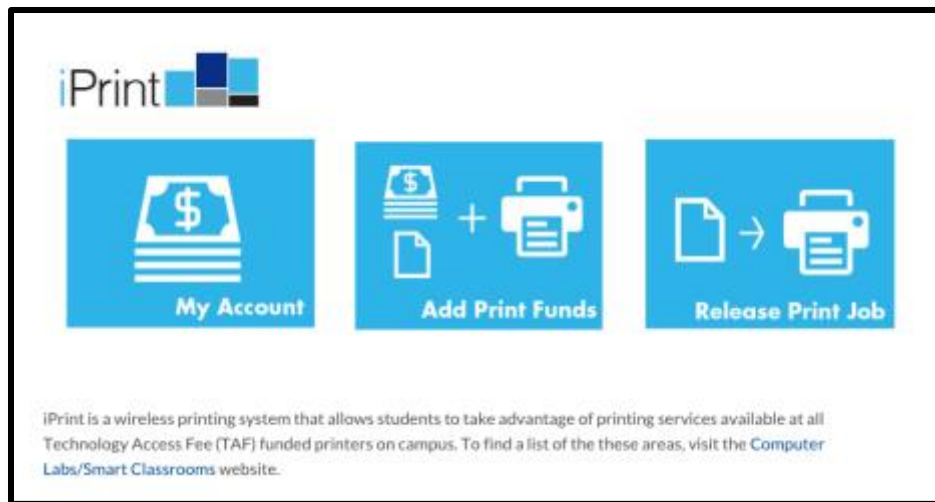
Audience

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.

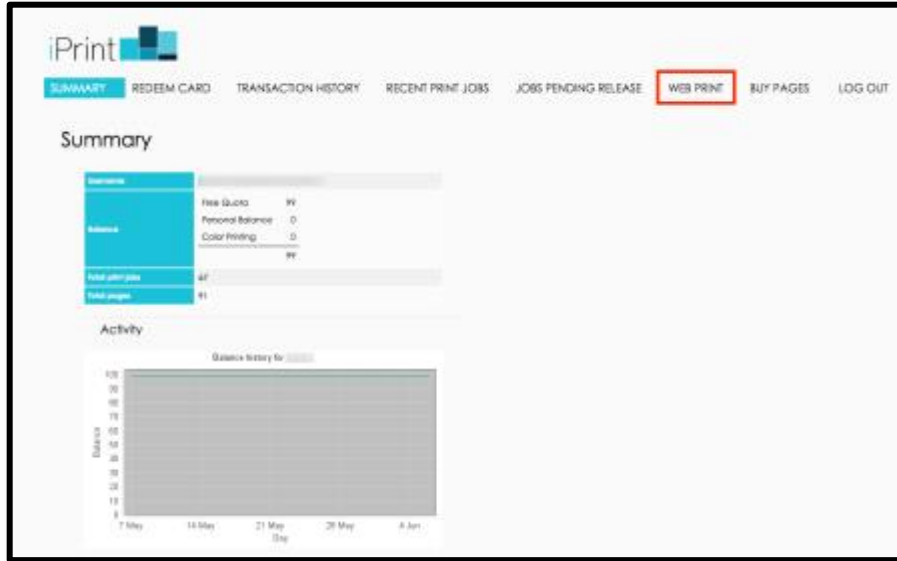
1. Log into your account, [My Account](#).



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



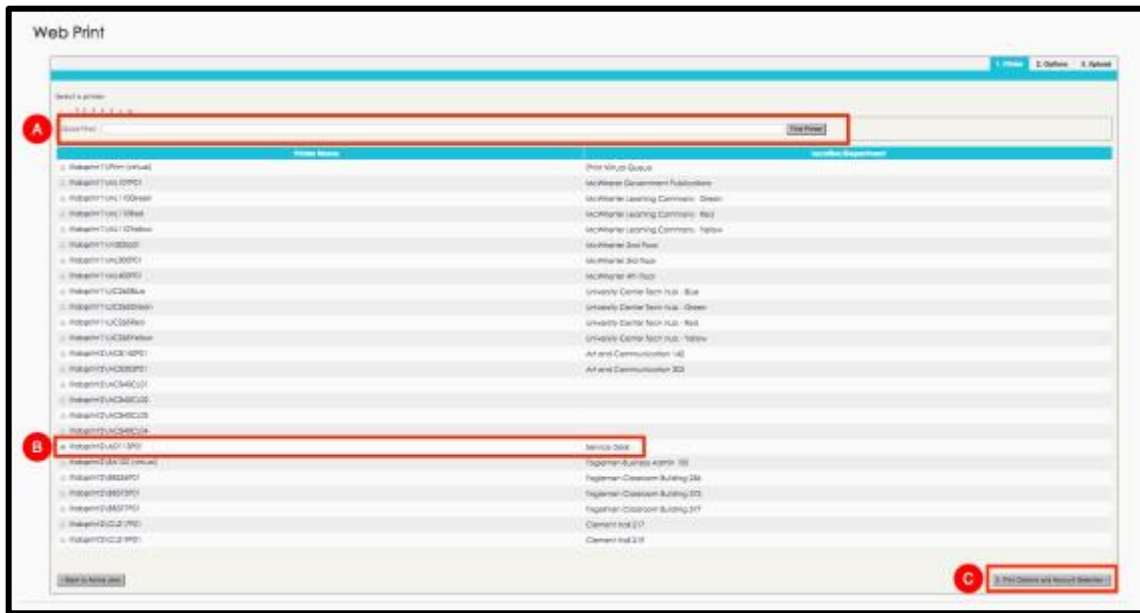
3. When you log into iPrint you will see this screen. Click **Web Print**.



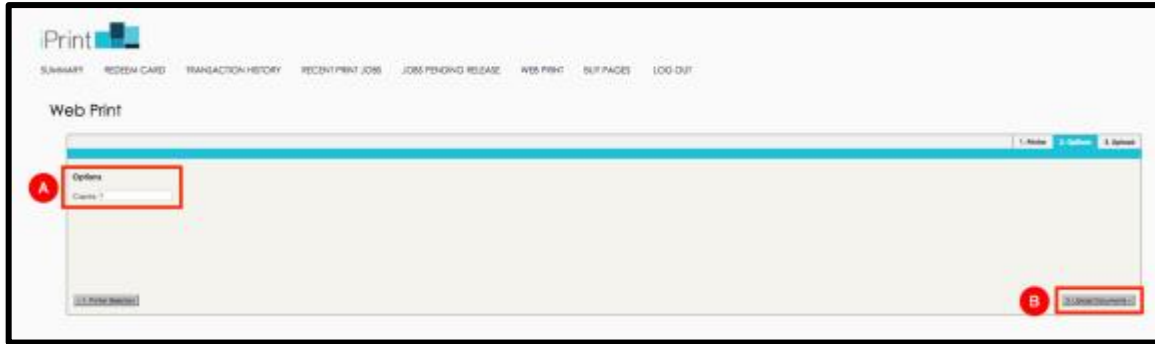
4. Click **Submit a Job**



- 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**.



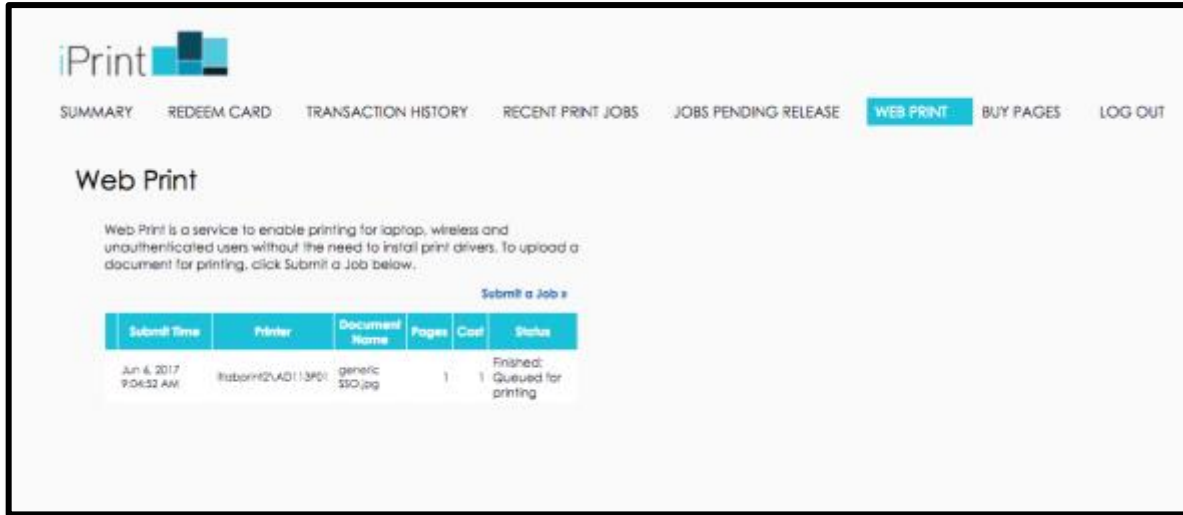
6. (A) Choose the number of copies you wish to print. (B) Select **Upload Documents**.



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**.



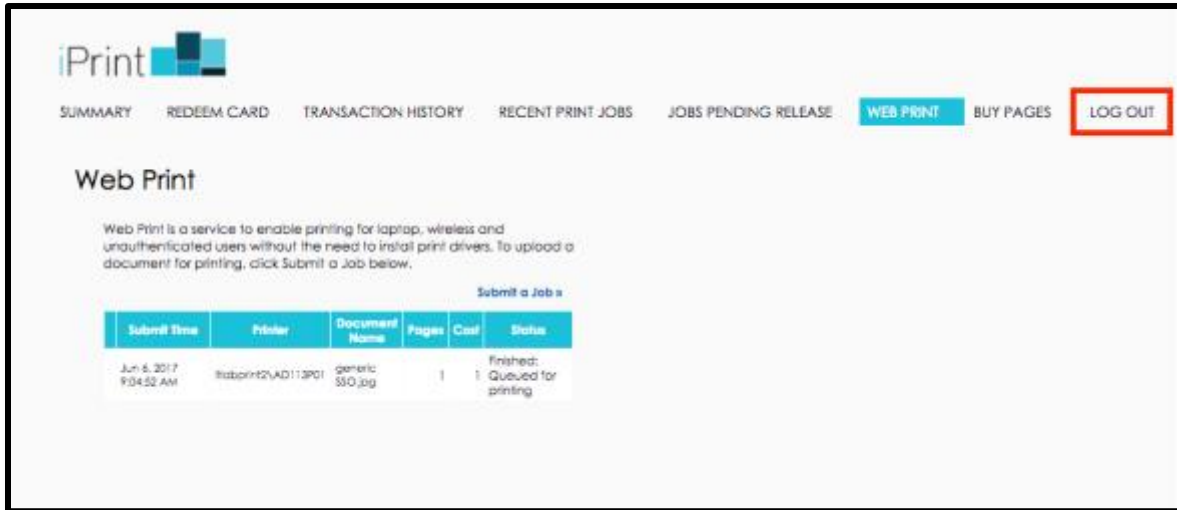
- The next window you will see is a summary of print job window. Your print job should be located at the chosen printer and ready for pick up.



The screenshot shows the iPrint Web Print interface. At the top, there is a navigation menu with links: SUMMARY, REDEEM CARD, TRANSACTION HISTORY, RECENT PRINT JOBS, JOBS PENDING RELEASE, WEB PRINT (highlighted in blue), BUY PAGES, and LOG OUT. Below the navigation is the heading "Web Print" and a brief description of the service. A "Submit a Job" link is present. A table displays a single print job with the following details:

Submit Time	Printer	Document Name	Pages	Cost	Status
Jun 6, 2017 9:04:52 AM	itstb012VAD113P01	generic SSO.jpg	1	1	Finished: Queued for printing

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

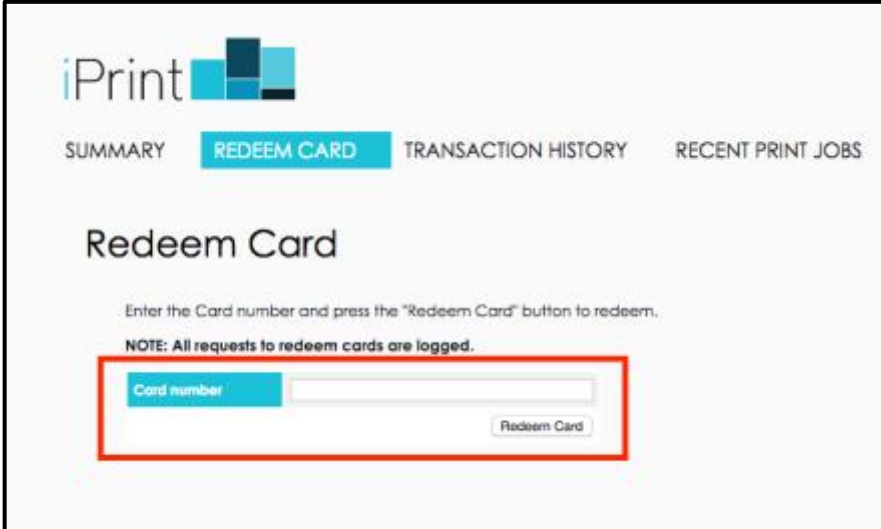


This screenshot is identical to the previous one, but the "LOG OUT" link in the top navigation menu is highlighted with a red rectangular box to indicate the next step in the process.

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.



iPrint

SUMMARY **REDEEM CARD** TRANSACTION HISTORY RECENT PRINT JOBS

Redeem Card

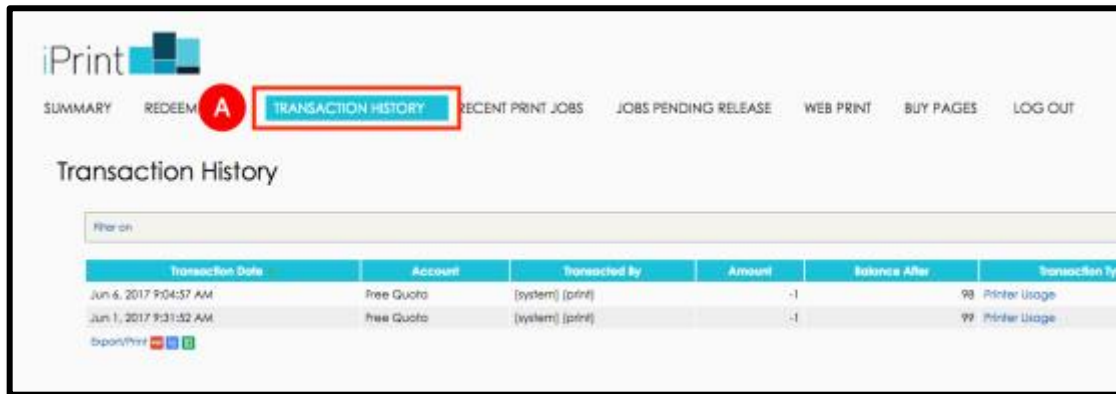
Enter the Card number and press the "Redeem Card" button to redeem.

NOTE: All requests to redeem cards are logged.

Card number

Redeem Card

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.

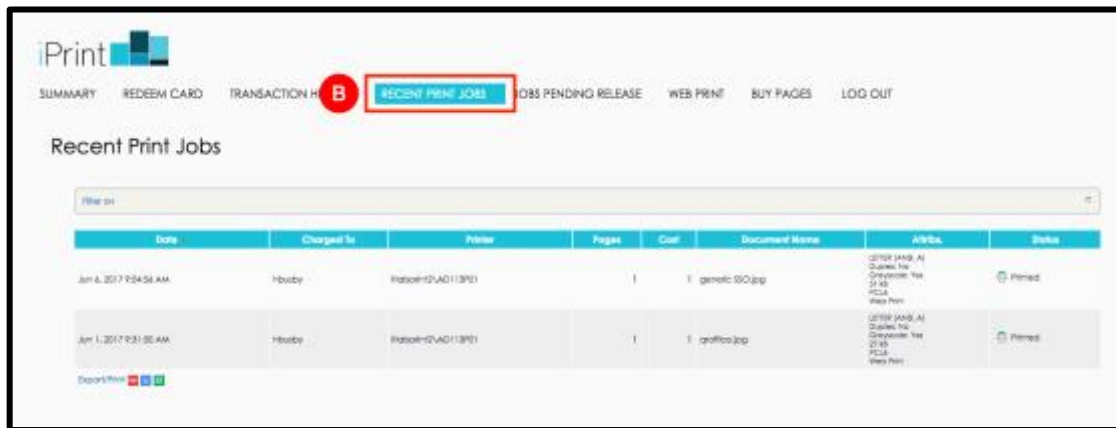


Transaction History

Filter on

Transaction Date	Account	Transacted By	Amount	Balance After	Transaction Type
Jun 6, 2017 9:04:57 AM	Free Quota	(system) (print)	-1	98	Printer Usage
Jun 1, 2017 9:31:52 AM	Free Quota	(system) (print)	-1	99	Printer Usage

Export/Print



Recent Print Jobs

Filter on

Date	Charged To	Printer	Pages	Cost	Document Name	Attributes	Status
Jun 6, 2017 9:04:56 AM	Hobby	Hobby-HVAD113P01	1	1	generic ISO.jpg	OFFER (ASB) AI Status: Not Approved: Yes 21 KB PCL3 Web Print	Printed
Jun 1, 2017 9:31:50 AM	Hobby	Hobby-HVAD113P01	1	1	generic.jpg	OFFER (ASB) AI Status: Not Approved: Yes 21 KB PCL3 Web Print	Printed

Export/Print



Jobs Pending Release

No jobs pending release.

Your balance: 99

Release All Cancel All

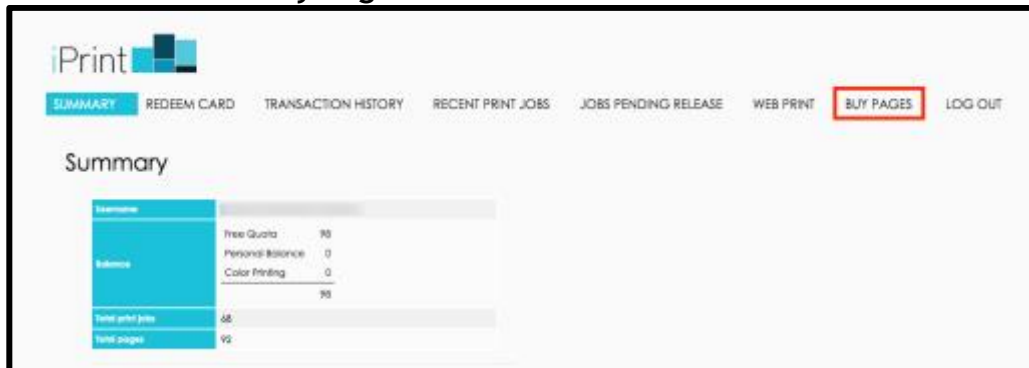
Submit Time	Printer	Document	Client	Pages	Cost	Action
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Auto refresh (30) Refresh Now

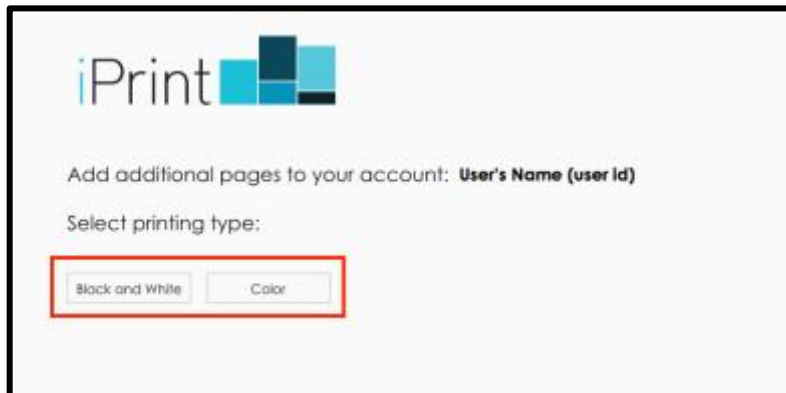
Purchasing Pages Online

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.



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

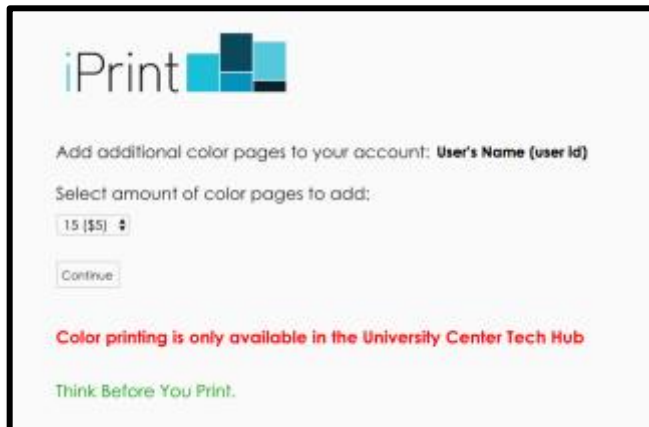


3. Depending on choice, the user is prompted to select the number of pages they wish to add.



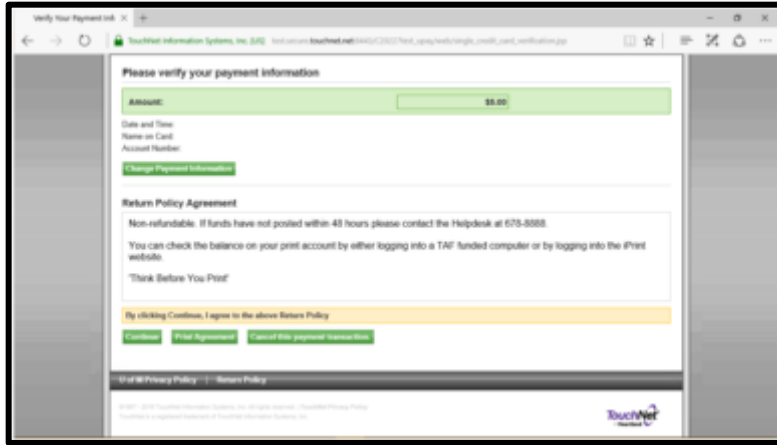
The screenshot shows the iPrint interface for adding pages. At the top left is the iPrint logo. Below it, the text reads "Add additional pages to your account: User's Name (user id)". Underneath, it says "Select amount of pages to add:" followed by a dropdown menu currently set to "100 (\$5)". A "Continue" button is located below the dropdown. At the bottom of the interface, the text "Think Before You Print." is displayed in green.

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.



The screenshot shows the iPrint interface for adding color pages. At the top left is the iPrint logo. Below it, the text reads "Add additional color pages to your account: User's Name (user id)". Underneath, it says "Select amount of color pages to add:" followed by a dropdown menu currently set to "15 (\$5)". A "Continue" button is located below the dropdown. Below the button, a red text message states "Color printing is only available in the University Center Tech Hub". At the bottom of the interface, the text "Think Before You Print." is displayed in green.

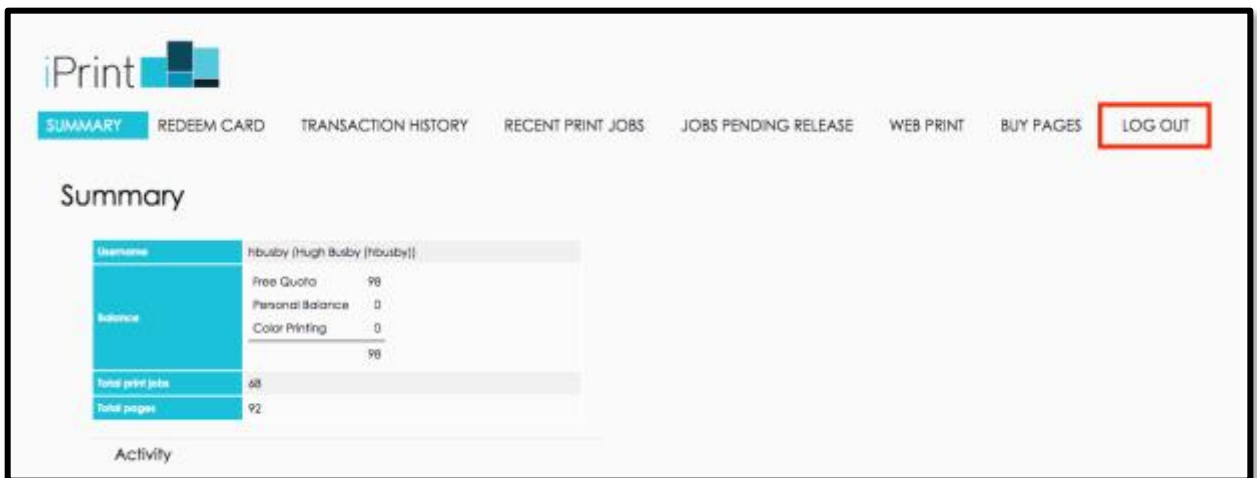
4. The user is taken to TouchNet to enter and submit payment information.



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](#)