Table of Contents
General Information ........................................................................................................ 2
Purpose ......................................................................................................................... 2
Audience ......................................................................................................................... 2
iPrint - Web Print ........................................................................................................... 3
Service Desk Request .................................................................................................... 14
  Submitting a Ticket ........................................................................................................ 14
  Call the ITS Service Desk (901-678-8888) on a 24x7 basis ......................................... 14
Important Links .............................................................................................................. 14
General Information

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.
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** link/section.

4. **Click Submit a Job**

![iPrint Web Print screen](image-url)
5. Next, select which printer you would like to print the document. Once the printer is selected, click on the **Print Options and Account Selection** button.
6. Choose the number of copies you wish to print. Select Upload Documents.

7. Upload your documents by clicking **Upload from Computer** or by dragging the files to the **Drag Files Here** area. 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.

9. Click on the **Log Out** link to log out. Once the document finishes printing, you will see this menu.
Other Available Features

How to Purchase Pages

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 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.
iPrint—Web Print

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

Add additional color pages to your account: **User’s Name (userid)**

Select amount of color pages to add:

- 15 ($5)
- 30 ($10)
- 45 ($15)
- 50 ($20)

Think Before You Print.
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. User is taken to TouchNet to enter and submit payment information.
5. Once payment is complete, user is taken back to PaperCut/iPrint with updated balance.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff and students. 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 follow:

Service Desk Request

Submitting a Ticket

- Login URL:
  - https://umhelpdesk.memphis.edu
  - 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.
- For additional inquiries, email the service desk at umtech@memphis.edu

Important Links

- umTech - memphis.edu/umtech/
- Center for Teaching and Learning (CTL) - memphis.edu/umtech/ctl/
- Training and Documentation - memphis.edu/umtech/teaching/events.php