# Table of Contents

Navigate to UofM email ................................................................. 2  
Service Desk Request .................................................................. 8 
Submitting a Ticket ...................................................................... 8 
Call the ITS Service Desk (901.678.8888) any day of the week! ............ 8 
Important Links ........................................................................... 8
iPrint—Email to 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.

Navigate to UofM email

1. Navigate and login to your email.

![Outlook Sign In](image)

2. A. Send an email of the job you wish to print as an attachment to iPrint@memphis.edu.
   B. Add subject as name of document.

![Outlook Email](image)
3. Select Insert to choose the document that you wish to print as an attachment. Insert the document you wish to print as an attachment.

![Select Insert to choose the document](image)

4. Once document is attached, click Send.

![Once document is attached, click Send](image)

You will receive an email stating your Email to Print job has been received and is being processed.
A secondary email will then follow telling you: Your print job requires action before it can print. It will provide you with a link to take action.

When you click on the link, it will bring you to the PaperCut log in window. Login using your UofM credentials.

Once you login, you will receive the following message. Select OK.
Once you select OK, you will immediately see this message: Select Print.

5. At the next screen, you will then release the print job. You will find the document in pending and Release jobs queue that you are printing.

Select a printer you wish to release job to, from here.
6. Once you choose the printer button to release the print job, you will see a list of printers available to release the print job to.
   A) Locate/find the printer to print to and select the printer.
   B) Once you find the printer, select the printer.

7. At the Next screen, you may cancel or release the document for printing. If you cancel, you will not be charged for a print job.
8. Once the document finishes printing, you will see this menu. Select **Jobs**.

9. At the Next screen, select **Sign Out** to log out of system.
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 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) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

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