

Papercut Mobility Printing

Mac OS

umTech

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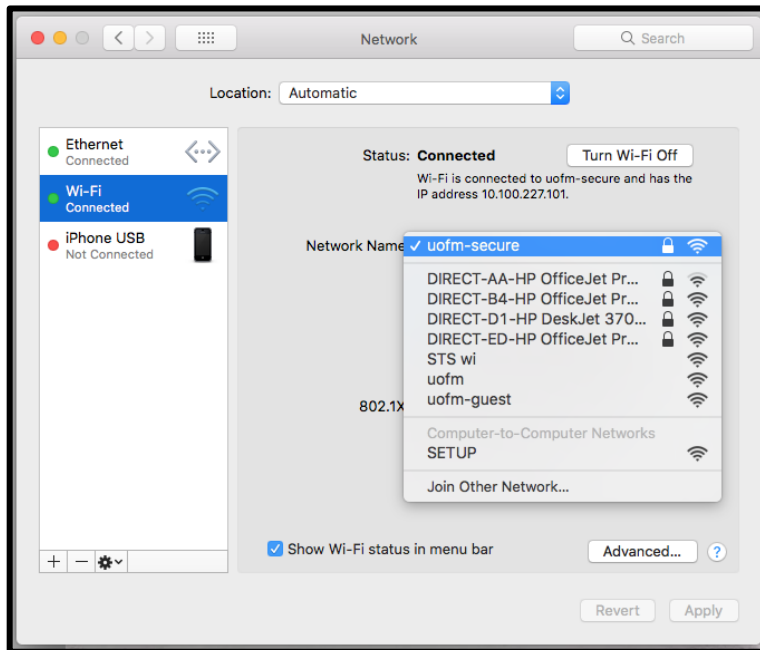
Email: umtech@memphis.edu

[umTech Website](#)

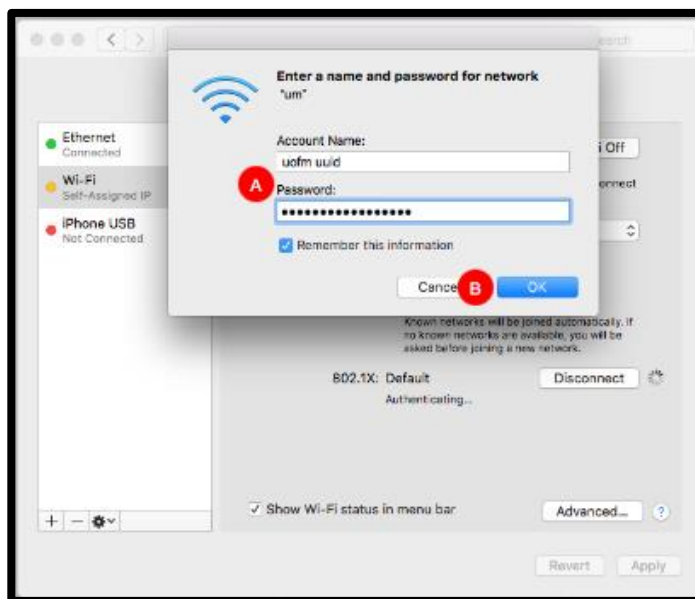
Device requirements:

Mobility Print supports macOS Yosemite+.

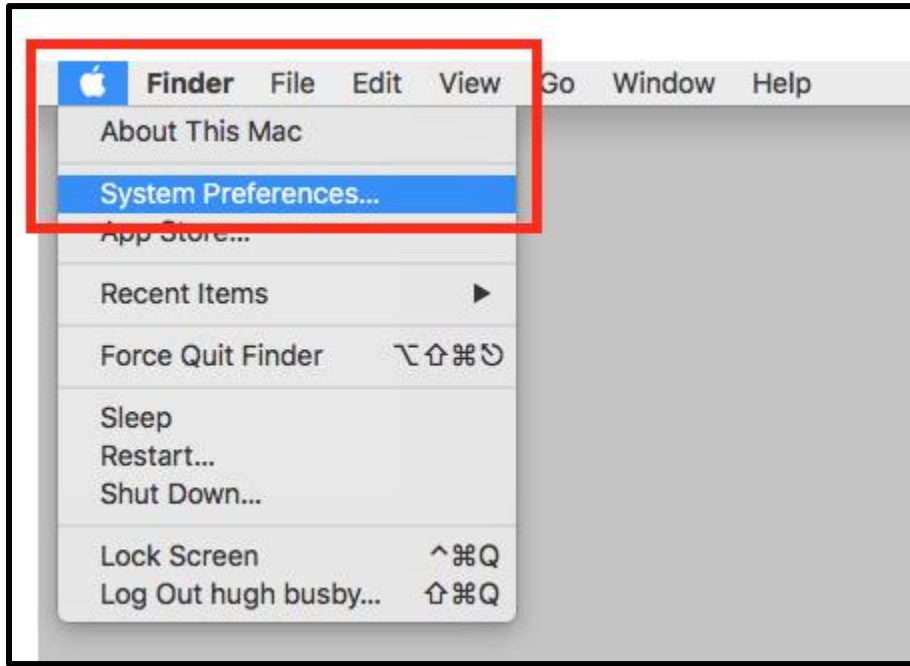
1. Make sure you are connected to the um Wi-Fi network.



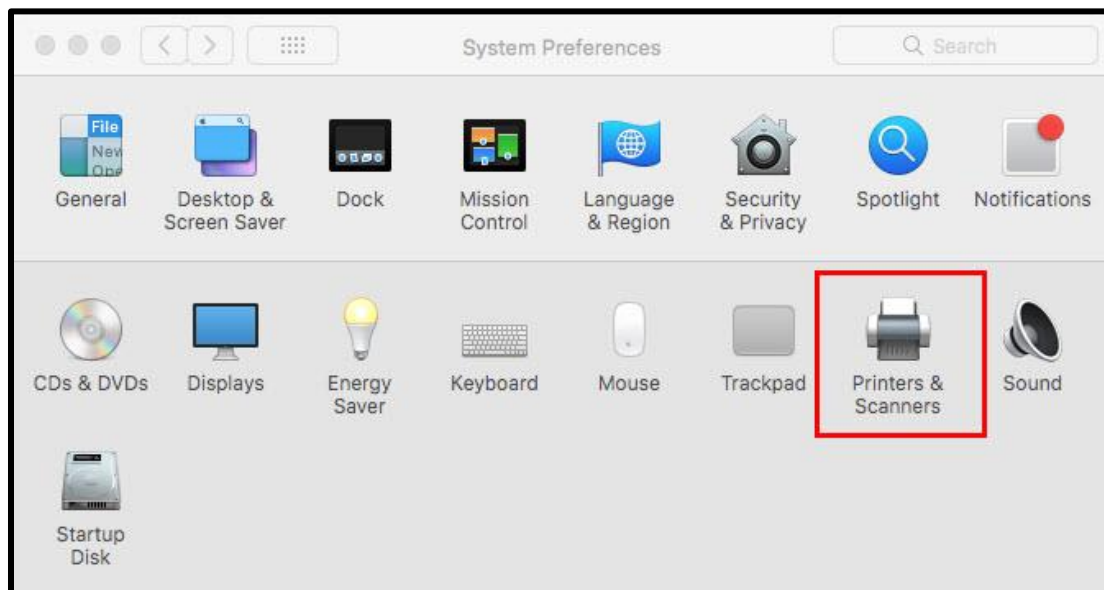
2. To connect to um, A) you will need to authenticate with your UofM credentials. B) Click OK. *Note: if you would like for your system to remember your credentials, click the check box beside Remember this information.*



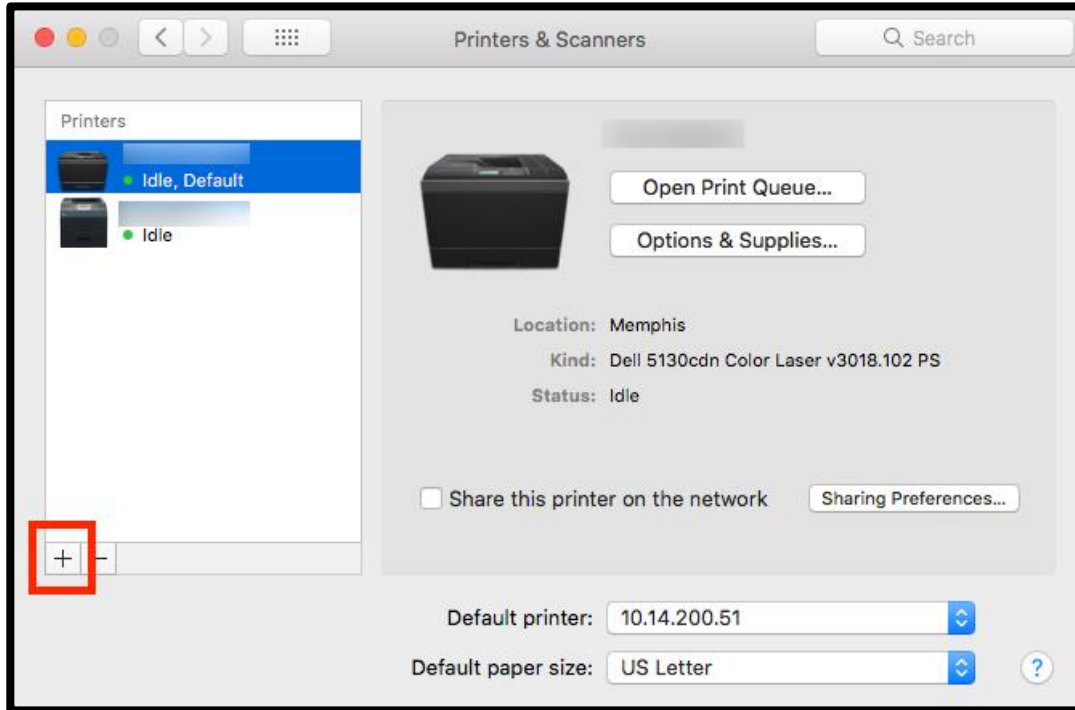
3. If this is your first-time using Mobility Print, you will need to adjust your System Preferences. In the Apple menu, select **System Preferences**.



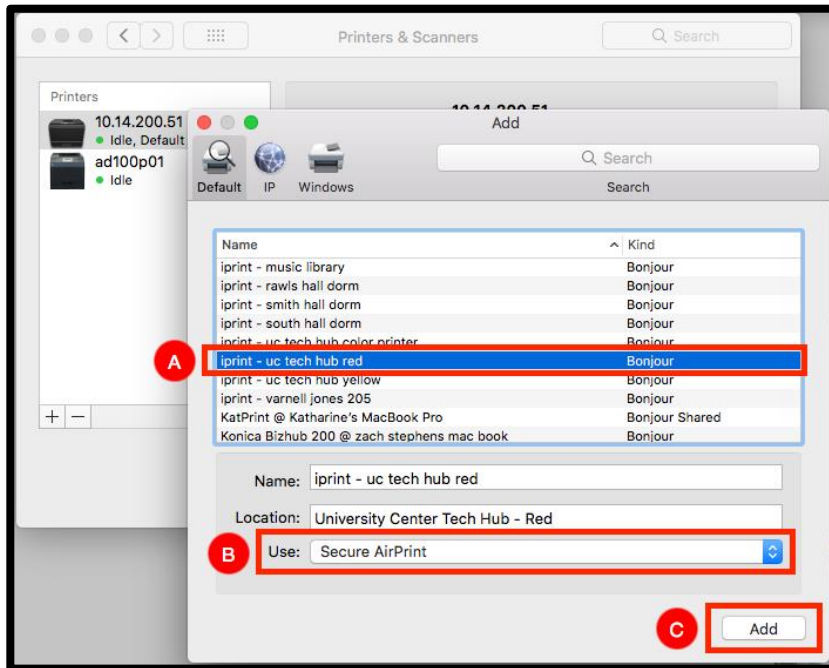
4. Select **Printers and Scanners**.



5. Click the plus (+) under the printer list to add an additional printer.



6. Select a printer.



- A. Select the printer you wish to add from the list.
- B. Make sure **Use** is set to **Secure AirPrint**. If not, disconnect from the network, reconnect, and try again. If you still cannot see Secure AirPrint, contact [PaperCut Support](#).
- C. Click **Add**.

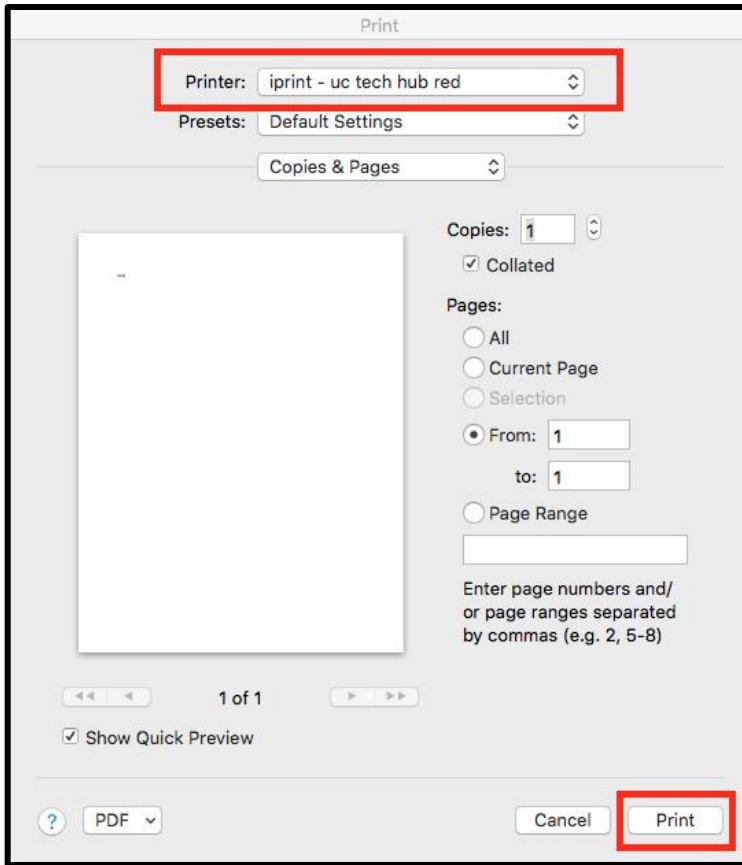
Note: If you want to use more than one printer on campus, repeat these steps for each printer.

7. To print, open the content you want to print.
 - A. For a website, select **File** then **Print**.
 - B. For a document, select **File** then **Print** or **command (⌘) P**.

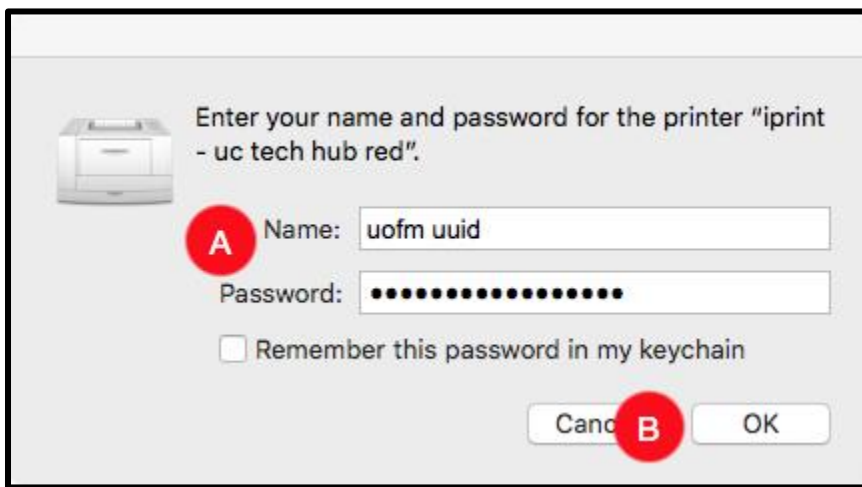
Note: The last printer you added is your default printer. If you do not wish to use that printer you will need to select the correct one.

8. Select your desired print settings.

9. Click **Print**.



10. Finally, authenticate using your UofM credentials and click **OK**. *Note: If you would like your system to remember your credentials click the check box beside Remember this password in my keychain.*



Things to Remember:

If you enter the wrong authentication details, MacBook devices do not show any warning message; your job will just not print. If your job doesn't print, check the Print Queue dialog. If the print job is there and has the message Held for authentication, click the retry icon; then re-enter your login details.

If you are using account selection, then additional configuration is required. Contact your system administrator for more information.

Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can 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 hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- 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 8:00 p.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 umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)