

## 6. FAQ Printing:

**Q What is a Multifunction Printer?**

**A** A multifunction printer can print, photocopy and scan documents which are then sent to your student email account.

**Q Which Multifunction Printers can I use?**

**A** There are printers in various locations around the campus but as a student the main printers which you will use are located in the LRC building.

- **4x printers on the ground floor**
- **4x printer on the middle floor**
- **2x printer on the upper floor**

**Q How do I use the Multifunction Printers?**

**A** To access any three of the services provided by the multifunction printers, you can log onto them, using your IT Carlow account credentials  
*(See Guide: 7. How to use the HP Multifunction Printers)*

**Q How much does printing cost?**

**Single Sided:**

**Double Sided**

- |                                       |       |     |
|---------------------------------------|-------|-----|
| • A4 Black & White                    | 6c    | 9c  |
| • A4 Colour                           | 24c   | 36c |
| • A3 Colour                           | 45c   | 70c |
| • A1-A2 Plot (Autodesk applications)  | 50c   |     |
| • A1-A2 Plot (All other applications) | €3.50 |     |

**How do I add credit to my print account?**

**A** Print accounts can only be topped up online (using a debit or credit card) at the following URL: <https://printcredit.services.itcarlow.ie/WebCentre/>  
*(See Guide: 6. How to Top-up student print account online)*

**Q Is there a minimum amount that I need to top-up my account with?**  
 €5 is the min top-up allowed.

**Q Where can I check my printing credit balance?**

**A** You can check your print account balance at the following URL:  
<https://printcredit.services.itcarlow.ie/WebCentre/>

**Q Can I access a statement of my printing usage/account?**

**A** Go to the following URL: <https://printcredit.services.itcarlow.ie/WebCentre/> and click on **ACCOUNT HISTORY** to view a statement of your account for a particular period of time.

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Computing Services Dept.

**Q The printer displays **INVALID USERNAME or LOGIN** when I try to log in?**

**A** You can only use one login to our printing system at any given time so if you are logged into another printer or to **PRINT SERVICES** on your PC you will have to log out of these first. Alternatively you may have locked out your student account from entering in your username or 6 digit pin incorrectly more than 3 times. Reset your password at the following URL to unlock your account: <https://pin.services.itcarlow.ie/>

**Q I sent a document to print but it is not displaying on my print list when I log into the printer?**

**A** Please check that the PC you were using to send the print job from is logged into using your own student account credentials.

**Q The printer deducted money from my account but didn't print anything?**

**A** Please check the display screen on the printer for any further information/warning or notification which may be of help to you with the issue. Contact the computing services helpdesk for further assistance

**Q Can I print wirelessly from my laptop/MAC Book/smart phone or tablet device?**

**A** Once you are connected to the institutes Wi-Fi you will then need to download and install the relevant drivers on your laptop or Mac Book. Unfortunately it is not possible to print from other wireless devices i.e. smart phones and tablet devices. *(See Guide: 8. How to use a laptop to Print Wirelessly)*

**Q How do I print an A1-A2 poster?**

**A** If a lecturer requires you to print posters as part of their subject then the lecturer will give guidance on the software applications to use and the method for printing. *(See Guide: How to Print A1-A2 Poster using Microsoft Publisher)*

**Q What happens to unused print credit left on my account at the end of the academic year?**

**A** Unused print balances are carried forward each year that a student is progressing further within IT Carlow. Please ensure that credit in your final year is used up as refunds on print account balances cannot be carried out.

***NOTE: Computing Services can't accept cash or refund cash for printing services. Computing Services are not responsible for refunding monies for printing which is not carried out correctly by the students.***

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