PRINTING GUIDE

Printing in the Library

We have two **multi-functional devices** in the Library: one on the Ground and one on the Third Floor. These devices can handle printing, photocopying and scanning, in colour or black and white, onto A4 or A3 sized paper.

Before you can use the printers, you will need to add **credit** to your account – please see further instructions in the section below.

If you would like to print from your own **laptop or other device**, please see further instructions in the section below.

Quick Print Guide

1. When you are ready to print your document, select **Joh_FindMe** from the drop-down list of printers.
2. Once you have sent a document to be printed, it will be stored until you release it by logging on to a device.
3. Login at either printer with your **University Card** by holding it against the card reader on the right-hand side of the machine, or by entering your Raven ID and password.
4. Select 'Release' and highlight your file(s).
5. Press the large 'Start' button, which should be illuminated blue.
6. Remember to **log off** – select 'Access' from the menu to the right of the screen.

Adding Credit to your Account

Payments can be made **online** via eCredit at: ecredit.ds.cam.ac.uk/

You can pre-pay online using a **debit** or **credit card**. Cash is accepted at the University Information Service Reception (Roger Needham Building).

This credit is known as your **Common Balance** and you can use it in any other location around the university which is part of the Common Balance Scheme. Please note that printing costs vary from place to place.

Printing from your Own Laptop/Device

Before you can print from your own device, you will need to install a small program called the **DS-Print Set-up utility**, which will allow you to print over the wi-fi.

For installation instructions, please visit   bit.ly/sjcpp   then follow the "How can I print?" link. From here you can select instructions for Windows or Mac.

Printing Charges at St John's College

Below are the printing costs as of October 2017.

A4 – Black & White	3p per sheet
A4 – Colour	25p per sheet
A3 – Black & White	6p per sheet
A3 – Colour	50p per sheet

Charges are per sheet of paper, so by printing double-sided you can effectively halve the total cost of your print job. Library printers will default to double-sided printing.

Information about the University Printing Service

Printing is *not* managed by St John's College staff – the printers here are part of a university-wide system called the **DS-Print Service**, which is managed by the **University Information Service (UIS)**.

This means that if you're experiencing problems related to logging into the printers, using your credit, and so on, you need to speak with the UIS themselves. You can phone the Service Desk at 01223 762999 or send an email to service-desk@uis.cam.ac.uk

Getting Help from Library Staff

You are always welcome to speak with library staff about printing and we will do our best to assist you. There are, however, limits to our ability to help, which are outlined below.

St John's Library staff **can**:
- Provide an overview of printing and show you our printing guide
- Explain how to log into and release work from a printer
- Show you how to scan books, papers, etc. and receive as PDF files
- Show you how to create photocopies
- Give basic advice on print settings such as colour, single-sided, etc.
- Re-stock printers with paper/ink and investigate problems (e.g. jams)

St John's Library staff **cannot**:
- Purchase printer credit for you or accept any payment for printer credit
- Re-fund printer credit if your printing job goes wrong
- Resolve problems to do with logging in
- Fix other technical, software-related or connection-related problems

Useful Links and Contacts

University Information Service www.uis.cam.ac.uk/ or help.uis.cam.ac.uk/
UIS Service Desk email   service-desk@uis.cam.ac.uk
UIS Service Desk phone   (01223 7) 62999

DS-Print Service Info   help.uis.cam.ac.uk/devices-networks-printing/ds-print/users

St John's College IT Support   helpdesk.joh.cam.ac.uk
joh.cam.ac.uk/computer-support