

# Follow-You Printing FAQs

## What is Follow-You printing all about?

Follow-You printing is a change from the current way you print to a student printer. Instead of sending your printout to a specific printer, you will be able to release your printout from any of the printers located in the Learning Hub. This means if one of the printers isn't working for any reason, you can go to another printer to release the printout. This is because you are printing not directly to a printer, but to a central queue, accessible by all the Learning Hub printers.

## Why have you introduced it only into the Learning Hub?

We have targeted the Learning Hub as we wanted this to be a new experience centred on student's requirements. The future plan is to make this available to more areas on campus.

## How does it work?

When you print from a computer in the Learning Hub, you will be printing to a central print queue, and not to a specific printer. This central print queue is accessible at all Learning Hub printers. When you swipe your student card to access the printer, all your print jobs are lined up ready for you to choose either print or delete. This means that if a printer is not working for any reason, you can simply go to the next printer and access the same list of documents ready for printing. You will also be able to see the balance of your print quota and the cost of each of the print jobs you have in the queue. This will enable you to manage your printing requirements better.

## Why do I have to register my student card to be able to print?

Your student cards holds information that needs to be connected to your computer logon account. If they aren't connected, you won't be able to print in the Learning Hub. If you haven't registered your card for printing you will still be able to print in any of the other computer suites outside the Learning Hub.

## How secure is Follow-You printing?

Only *your* student card can access *your* documents at the Learning Hub printers. You cannot use your student card to access another student's print jobs. If you lose your student card and a person attempts to use it to print their documents, they cannot. However, they will have access to print anything you have sent to the printer and not yet printed. Unauthorised scanning may also happen but can only be sent to your email inbox, which they won't have access to.

## What are the advantages of Follow-You printing?

Follow-You printing gives you the choice of printers, allows you to make informed decisions about the cost of your print job and will negate the incidence of lost or 'messed up' print outs. You can also send as many print jobs to the printer as you need to print and release them all at the same time, which will save you time and ensures you are right there to collect them all. The University has invested in reducing wastage on campus and through the use of this new printing system there will be a marked reduction of wasted paper.

## Can I use the SCAN function on these copiers?

Yes you can! Finally! You can choose to either scan directly to your university student email or you can scan to a USB/SD card.

## How much will it cost to scan?

It's free!

## **What else can I do on these copiers?**

Once you have swiped your card to access the printer, you will have the option to:

**Print & Save** – allows you to print the document, and save it for later in case you need to print it again

**Delete** – you can delete any document and not be charged if it has not been printed

**Force B/W** – allows you to change from colour printing to black and white, in case you decide it's too expensive to print in colour – the cost will be adjusted to black and white charges

**Automatic deletion** – if you leave a print job unprinted, it will be automatically deleted after 8 hours.

## **Are the printing costs the same?**

Yes, they are the same as printing on any other student printer on campus.

## **My printouts didn't show up on the Learning Hub printer, what should I do?**

Select the 'Refresh' option on the printer. Your print job should then appear. If this doesn't work, you may need to reprint your document at the computer again.

## **Can I print in the Learning Hub from my personal device? (e.g. iPhone/Laptop)**

Once you have connected your device via the wireless network and installed the print driver, you should be able to print within the Learning Hub from your laptop, iPad and iPhone.

## **Are all printers on campus going to be enabled for Follow-You printing? If not, where are the Follow-You printers located?**

At this stage, only those printers located in the Learning Hub will use the Follow-You print queue. However, it is envisaged the technology will be adopted in other areas on campus.

## **If I have replaced my student card after the Follow-You printing registration, do I have to re-register again?**

Yes you will. When you collect your new card you will need to register that card to be able to print in the Learning Hub.

## **Will someone else be able to use my lost card and use it to print their documents?**

No. They will only have access to print *your* printouts. Once you have registered your card they will not be able to use it.

## **This is the first time I am using Follow-You printing; will there be any assistance provided onsite to show me how to use it?**

At each printer you will find posters explaining the steps you need to take to release your print jobs.

## **If I have sent my print jobs to the printer, but decided not to release the jobs, would I still be charged for them?**

If you are printing to a Learning Hub printer you will not be charged until you select a document to print. If you decide to leave the print job in the queue, it will be automatically deleted after 8 hours and you will not be charged. Alternatively, you can log onto the printer and select to delete the print job.

## **Is there a limit as to how many print jobs Follow-You printing system can handle?**

There is no limit. You can queue up as many documents for printing as you need to print and print them all at the same time.

## **What is the maximum number of pages the printer can staple?**

Allows up to 50 sheets to be stapled.

## **What is the maximum it can hole punch?**

No limit to the number of pages punched as they are punched individually.

**For more information on student printing on campus, please visit this site:**

<http://www.adelaide.edu.au/student/current/printing/>