

#### **FACULTY / STAFF USER FLOWCHART**

If you cannot resolve the problem using these solutions please contact <a href="mailto:copiers@utah.edu">copiers@utah.edu</a> for further assistance

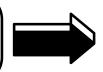
## 1. Mechanical Issue

The copier is out of toner, paper or staples.



Contact Pacific Office Automation.

The copier is having a mechanical issue, paper jam etc.



Locate the sticker on the front of the device, you can call, email or fill out the form with the QR code. Indicate that you are faculty / staff using a RedPrint Community device, not the point of contact.

MPS / Print & Mail is the point of contact.

The copier indicates "contact service" on the screen



Once the call has been placed please find an alternate device to use for your printing needs. There is a list of devices on our website at the bottom of the home page: <a href="www.copiers.utah.edu">www.copiers.utah.edu</a> We apologize for the inconvenience!

# 2. Login Issues

I can't log in to the RedPrint copier. I've tried my Ucard & manual login



Was your Ucard issued today?

No, my Ucard

is not new.



Newly created Ucard's take 24 hours to upload to the system.
Try again tomorrow.
We apologize for the wait!

Is your Ucard expired?
Or was it replaced recently?

Contact the Ucard office for assistance.
They can make sure your
Ucard is valid & prox ID is active

https://ucard.utah.edu/

# 3. Print Job is Missing

I can't see my job in the copier after sending it to print



Have the new shares / drivers been intstalled on your department computer by your local IT support?





#### No, I have not had anything installed or I am not sure...

We migrated to a brand new & improved software over the summer!

You will need your local IT support to

You will need your local IT support to install the new drivers / shares on your department computer.

Find user guides, installation guides and troubleshooting guides here:

**Faculty & Staff Resources** 

We apologize for any inconvenience! You can utilize email to print until your computer has been updated.

#### This is a personal computer

Use the email to print option (please note that this option has limitations in sizing, staples etc).

#### <u>redprint@utah.edu</u> or <u>rpmobile@utah.edu</u>

### 4. Billing - use Faculty / Staff Pricing

I only see
"Personal Account"
when I try to
release the print
job at the device



This is the default option in the system. To bill to your authorized department click on "Select an Account" in the details of your print job and choose the department account you wish to bill to. This will be billed to the department monthly.

Use "Personal Account" to pay for your personal printing it will be billed to your Ucard.

If you do not see the option to bill your department contact us at copiers@utah.edu