

STUDENT USER FLOWCHART

If you cannot resolve the problem using these solutions please contact copiers@utah.edu for further assistance

1. Mechanical Issue

The copier is out of toner, paper or staples.



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



The copier indicates "contact service" on the screen



Contact Pacific Office Automation.

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 a student, not the point of contact. MPS / Print & Mail is the point of contact.

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: www.copiers.utah.edu

We apologize for the inconvenience!

2. Login Issues

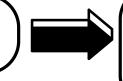
I can't log in to the RedPrint copier. I've tried my **Ucard** & manual login



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 using email to print



Did you send your email to print job to

redprint@utah.edu rpmobile@utah.edu



No I didn't

Email the correct address listed above to email to print

Your email is not in the system

You will get an email notification back when this happens.

OR

Your email is not "unique"

You're sharing an email account with someone else on campus.

You can email copiers@utah.edu to ask that various email addresses be added to your account. You will be notified when the email has been added, try your email to print job after email has been added.

4. Billing - use Standard Pricing

Are you a TA or Graduate **Student with** printing privileges?



Yes - 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.

If you do not see the option to bill your program and you feel there is an error contact the admin of your college to be granted privileges.



No - All printing costs are billed to your Ucard. See "Standard Pricing" above for printing costs.

If you get an "insufficient funds" message, add money to your Ucard, resend the print job and release it again. To reload money to your Ucard go to: https://myucardonline.utah.edu/