



## CSSD Self-Service Printing: Frequently Asked Questions

### Overview

The University of Pittsburgh's Self-Service Printing service provides University of Pittsburgh students who possess valid University student ID cards with remote printing capability to self-service print stations located in the 230 David Lawrence Hall, 1200 Posvar Hall, 112 Hillman Library, C114 Sutherland Hall, and G-27 Cathedral of Learning computing labs.

### Frequently Asked Questions

#### General Overview

##### *What is Self-Service Printing?*

Self-Service Printing lets you send print jobs from locations outside of the computing labs to one of the special print stations available at the labs. This means that you can print from residence halls, while using Wireless PittNet, and from off-campus locations through the University of Pittsburgh's Secure Remote Access Service.

Self-service print stations are located in the following campus computing labs: 230 David Lawrence Hall, 1200 Posvar Hall, 112 Hillman Library, C114 Sutherland Hall, and G-27 Cathedral of Learning.

##### *How does Self-Service Printing benefit me?*

Self-Service Printing gives you the ability to send jobs to printers from outside the campus computing labs. You no longer have to bring the file you want to print to a computing lab. You also have the option of printing documents on any of the print stations located in five campus computing labs. Additionally, the service allows you to print documents from applications that are not installed on campus computing lab computers. Self-Service Printing is the University-supported method for securely printing documents from outside campus computing labs.

##### *How does Self-Service Printing work?*

You install self-service printing software on your computer. Then, you select the Self-Service Printing option from your list of printers and send your job to the printing queue. Within 48 hours, visit one of the labs and print your job from the self-service print stations.

##### *Who can use Self-Service Printing?*

Self-Service Printing is a student service. It is not available to faculty and staff.

#### Getting Started

##### *Where can I get a copy of the Self-Service Printing software?*

You can download the software at [software.pitt.edu](http://software.pitt.edu) and is also included on the *PittNet Complete CD*, available in campus computing labs and Software Licensing Services (105 Bellefield Hall).

##### *What system requirements does my computer need to meet?*

Windows users need to run a 32-bit version of Windows XP with at least SP2 or a 32-bit version of Windows Vista. Macintosh users need to run Mac OS X 10.4 or higher. If you connect to the Secure Remote Access Service to use Self-Service Printing from an off-campus location, then your computer will need to meet additional requirements. These requirements are listed at <https://sremote.pitt.edu/print>.

### ***Can I run the Self-Service Printing software on a computer that has a 64-bit Windows operating system?***

No. Self-Service Printing software only runs on a computer that has a 32-bit version of Windows XP with at least SP2 or a 32-bit version of Windows Vista installed.

### ***Where can I find help information about Self-Service Printing?***

Help sheet information is available at **technology.pitt.edu**.

### ***Where can I find information about installing, configuring, and using Self-Service Printing?***

Information about installing, configuring, and using Self-Service Printing is available at **technology.pitt.edu**.

## **Using Self-Service Printing**

### ***If I am on campus, how do I use Self-Service Printing?***

On-campus users install the software and use the PittNet network (either via Wireless PittNet or from the residence halls) to send print requests to the self-service print stations in the campus computing labs. When printing a job, you simply issue a print command and select the Pitt-Self-Service-Printer from the list of available printers. For more information about using Self-Service Printing, please refer to the *Using Self-Service Printing* help sheet available at **technology.pitt.edu**.

### ***If I am off campus, how do I use Self-Service Printing?***

If you are an off-campus user, you will first need to install the software. Next you should connect to the Secure Remote Access Service by logging in to <https://sremote.pitt.edu/print>. Once you are connected, issue a print command and select the Pitt-Self-Service-Printer from the list of available printers. For more information about using Self-Service Printing, please refer to the *Using Self-Service Printing* help sheet available at **technology.pitt.edu**.

## **Print Job Questions**

### ***Where are the self-service printers physically located?***

Self-service print stations are located in the following campus computing labs: 230 David Lawrence Hall, 1200 Posvar Hall, 112 Hillman Library, C114 Sutherland Hall, and G-27 Cathedral of Learning. When you are ready to print your jobs, visit **any** self-service print station in these campus computing labs.

### ***How does Self-Service Printing affect my student allocation of 900 pages?***

You may use some or all of this allocation to print any documents that are in your self-service printing queue.

When you use the self-service print method, your student allocation is reduced by the number of pages that are actually printed from your queue. If you go over your limit, you can use one of the Pharos pay stations to add additional pages to your printing account. The cost is \$.07 per sheet.

### ***Can I send two-sided print jobs to the print queue?***

Yes. Your allocation will only be reduced by a single page for every two-sided page that is printed from the queue.

If you are a Macintosh user, select the duplex print option in the application that you are printing from each time you send a job to the queue as a two-sided document.

If you are a Windows user, you can configure your computer for duplex printing by following the instructions that are provided in the *Configuring Self-Service Printing Software* help sheet at **technology.pitt.edu**.

### ***Why is two-sided printing the default setting for print jobs sent from computers in the labs, but it is not the default setting for self-service printing?***

Two-sided printing can be set as the default for computers in the campus computing labs because CSSD controls the configuration of those computers. Windows users can manually configure their computers to use two-sided printing as the default setting for self-service jobs. Macintosh users will need to select the two-sided printing option for each job that is sent to the self-service print queue.

***What should I do if my print job is displayed in the queue but is not successfully released?***

Speak to a computing lab consultant to check on the status of your print jobs.

***How secure is Self-Service Printing?***

The service requires the authentication of your identity two times before any job is printed. For each Self-Service Printing job, you must provide your University Computing Account username once and password twice when you send items to the print queue. Then, when releasing a print job, you swipe your University student ID card at the self-service print station. Pharos print stations automatically log out of your account after you are finished printing. The Secure Remote Access Service provides a layer of security for off-campus users of the service.

***When I went to the lab to print, my job did not appear in the print queue. What happened?***

Your print job was never successfully sent to the print queue. The most likely explanation is that you incorrectly entered your University Computing Account password when you sent your job to the queue. When sending a job to the print queue, be sure to enter your correct University Computing Account password twice—once in each of the two password fields. If you still have questions, please talk to a lab consultant.

***At the campus computing labs, do I need to verify my identity to actually print out my documents?***

Yes, your identity is verified when you swipe your University student ID card at the self-service print station.

***Can I cancel jobs that are waiting in the print queue?***

Yes, you can cancel jobs waiting in the print queue. Your print allocation or Pharos print account is not affected by any print jobs that you cancel.

***Can I have multiple print jobs in the print queue?***

Yes, you may have multiple print jobs in the print queue.

***If I have multiple print jobs in the queue, can I print them all at once?***

Yes, once you have logged in to a self-service print station, you will be able to use a “Print All” command to print the documents that you have placed in the queue.

***Can the Self-Service Printers do color printing?***

No, the Self-Service Printers are only black and white.

***What paper size choices do I have when I print?***

When you print a file, you can select to print documents using standard (8.5 x 11), legal (8.5 x 14), or tabloid (11 x 17) sizes.

***Can I bring my own paper to the lab to print out my copies?***

No.

***Can I choose double-sided printing when I am at a self-service print station?***

No, you cannot make this choice at self-service print station.

***Do printed jobs have a cover sheet to identify their owner?***

Yes, each self-service print job has a banner coversheet indicating your username, number of pages printed, and number of pages remaining in your current print allocation.

***How long are my print jobs kept before they are removed from the print queue?***

Your print jobs will be held in the print queue for 48 hours from the time they are first sent to the self-service print queue; older print jobs are removed from the queue. Your student print allocation will not be affected by jobs that are automatically removed.

### ***How long are my printed documents kept in the lab?***

If a document is printed from one of the self-service print stations and left in a lab, it will be placed in the old output rack and kept for three business days. After that time, the documents will be discarded.

### ***How do I get my print jobs if the lab is closed?***

If a campus computing lab is closed, you will need to wait until regular lab hours in order to print out your documents. Although you can send jobs to the self-service print queue at any time, you cannot print or cancel jobs from the self-service print stations until the lab opens. For more information about lab hours, visit the Technology Web site at **technology.pitt.edu** or call the Lab Line at 412 383-LABS [5227].

### ***How do I add funds to my print account?***

Use a Pharos pay station to add funds to your account. The pay stations allow you to add funds to your print account based on your username. You do not use a Panther card to store this information; instead, you enter your username into the pay station terminal and then make a payment. The stations only accept cash payments consisting of bills and coins.

### **Troubleshooting**

#### ***After installing the software client, Microsoft AntiSpyware (Microsoft Defender) reports the presence of the “Rivarts.A” Trojan/backdoor. Is my computer infected?***

No, your computer is not infected with a virus. Microsoft AntiSpyware mistakes Popups for the “Rivarts.A” Trojan. Following a virus scan, you can select to ignore this threat for future scans.

#### ***I am running a virtual machine on my computer. On which operating system should I install the Self-Service Printing software?***

To make use of all features, install the version of the Self-Service Printing software on the computer’s primary operating system, not the operating system of the virtual machine.

For example, if you have a Macintosh computer with the Parallels software installed to run a Windows virtual machine, you should install the Macintosh version of the Self-Service Printing software on your computer. The Windows virtual machine should be able to share the Macintosh’s ability to send jobs to the self-service print queue.

#### ***Whom do I contact if I have any questions or problems about Self-Service Printing?***

For general questions about Self-Service Printing, speak to a lab consultant in any of the campus computing labs. For problems involving issues with the service that are experienced outside the campus computing labs, please contact the Help Desk at 412 624-HELP [4357].

## **Get Help**

The Technology Help Desk at 412 624-HELP [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at **technology.pitt.edu**.