



## Using the Self-Service Printing Service

### 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. Using the Self-Service Printing service, jobs can be sent from any location to a self-service print queue. They can then be printed from the self-service print stations located in the campus computing labs.

Self-Service Printing enables remote printing from:

- Computers in the campus residence halls
- Computers connected to Wireless PittNet
- Off-campus computers connected through the University's Secure Remote Access Service

Self-Service Printing is available for 32-bit versions of Windows XP with at least SP2, 32-bit versions of Windows Vista, and Mac OS X 10.4 and higher. Follow the instructions below to use the service.

### Send a Print Job to the Self-Service Print Queue

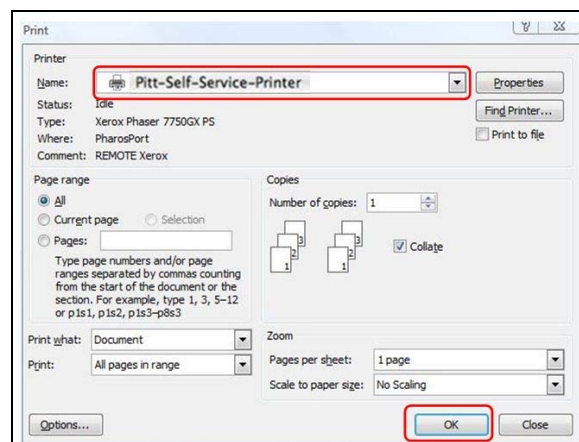
#### *Send a Print Job While On Campus (from Residence Halls or Wireless PittNet)*

An Internet connection is required to download the Self-Service printing software via a Web browser. This software is also included on the *PittNet Complete CD*, available in campus computing labs and Software Licensing Services (105 Bellefield Hall). To download the Self-Service Printing software, complete the following steps.

1. Log in to **software.pitt.edu** with your University Computing Account username and password. Select **University of Pittsburgh** from the vendor list and click **Go**. Download the self-service printing software and install it on your computer. You will only need to install this software once.

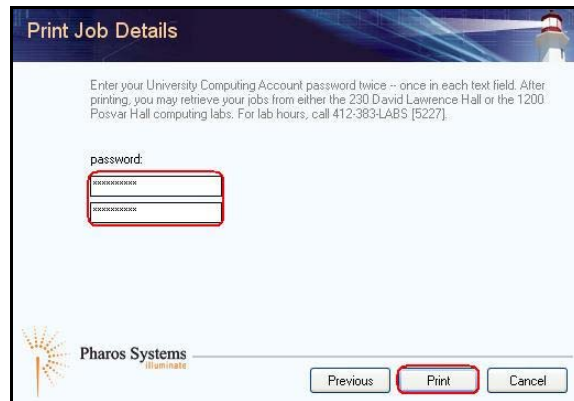
**Note:** For detailed instructions, refer to the help sheet *Configuring Self-Service Printing Software*.

2. Open the file you would like to print and select the **Print** command.
3. A Print window will display. Select the printer called "**Pitt-Self-Service-Printer**" and click **OK**.



**Note for Mac Users:** If you would like to send duplex print jobs to the queue, then you should make that selection now. It must be made for each print job sent.

4. A **Pharos Print Job Details** window will appear. Enter your University Computing Account username and click **Next**.
5. A second **Pharos Print Job Details** window will appear. Enter your University Computing Account password **twice**—once in each of the two text fields—and click **Print**.



**Note:** Make certain to enter your correct University Computing Account password twice—once in each of the two text fields. If you do not enter your correct password both times, the print job will not be sent.

6. Your print job is sent to the self-service print queue. You may now go to one of the following campus computing labs to print your job: 230 David Lawrence Hall, 1200 Posvar Hall, 112 Hillman Library, C114 Sutherland Hall, or G-27 Cathedral of Learning.

**Note:** Your print jobs are stored in the queue for 48 hours. If you do not print them within that time, they are deleted. Please refer to the “Pick up Your Print Jobs” section of this document.

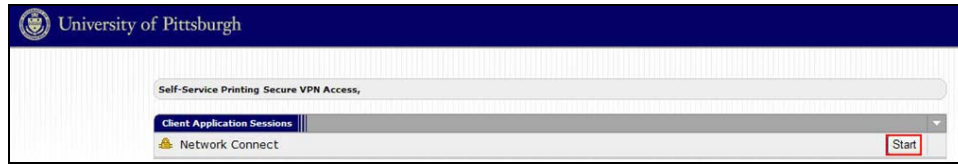
#### *Send a Print Job While Off Campus (from the Secure Remote Access Service)*

1. Log in to **software.pitt.edu** with your University Computing Account username and password. Select **University of Pittsburgh** from the vendor list and click **Go**. Download the self-service printing software and install it on your computer. You will only need to install this software once.

**Note:** For detailed instructions, refer to the help sheet *Configuring Self-Service Printing Software*.

2. Log in to <https://sremote.pitt.edu/print> with your University Computing Account username and password and click the **Sign In** button.
3. A Host Checker screen will display briefly for Windows computers. The Host Checker determines whether your computer meets the minimum security requirements for using the Secure Remote Access Service.

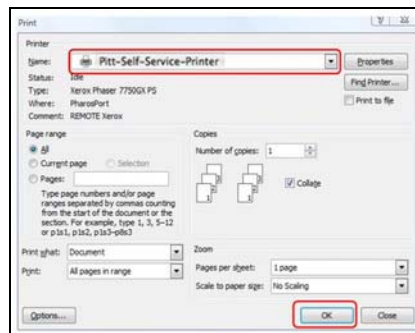
4. If your computer meets the Windows security requirements, the Welcome screen will display. Click **Start** to connect to the Secure Remote Access Service.



5. After you have successfully connected, a lock icon will display in the system tray of your Windows computer or in the Dock of your Mac computer.

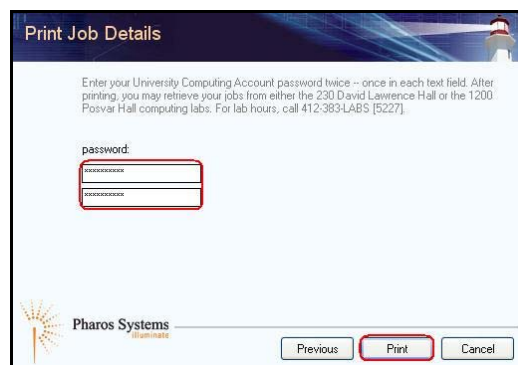


6. Open the file you would like to print and select the **Print** command.
7. A Print window will display. Select the printer called “**Pitt-Self-Service-Printer**” and click **OK**.



**Note for Mac Users:** If you would like to send duplex print jobs to the queue, then you should make that selection now. It must be made for each print job sent.

8. A **Pharos Print Job Details** window will appear. Enter your University Computing Account username and click **Next**.
9. A second **Pharos Print Job Details** window will appear. Enter your University Computing Account password **twice**—**once** in each of the two text fields—and click **Print**.



**Note:** Make certain to enter your correct University Computing Account password twice—once in each of the two text fields. If you do not enter your correct password both times, the print job will not be sent.

10. Your print job is sent to the self-service print queue. You may now go to one of the following campus computing labs to print your job: 230 David Lawrence Hall, 1200 Posvar Hall, 112 Hillman Library, C114 Sutherland Hall, or G-27 Cathedral of Learning.

**Note:** Your print jobs are stored in the queue for 48 hours. If you do not print them within that time, they are deleted. Please refer to the “Pick up Your Print Jobs” section of this document.

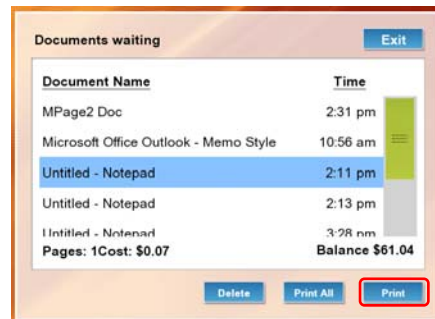
11. Log out of the Secure Remote Access Service by right-clicking the Lock icon and selecting **Sign Out**.

## Pick Up Your Print Jobs

1. Go to one of the following campus computing labs: 230 David Lawrence Hall, 1200 Posvar Hall, 112 Hillman Library, C114 Sutherland Hall, or G-27 Cathedral of Learning. Locate one of the self-service print stations. Touch the gold **PITT** screen to begin.
2. A blue **PITT** screen appears. Swipe your University ID card through the self-service printer card swipe.



3. The self-service print station will display the jobs you submitted. Touch the screen to highlight the job that you want to print. Touch **Print** to print a single job. Touch **Print All** to print all of the jobs in your queue.



**Note:** To delete a print job, highlight the job and touch **Delete**. Deleted jobs cannot be retrieved.

4. The printer will begin printing your jobs. To avoid printer jams, wait until all your jobs are done printing before removing them from the printer’s output tray.
5. Touch **Exit** on the screen and pick up your print jobs.

## Questions and Feedback

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](http://technology.pitt.edu).