PRINTING, SCANNING, COPYING

Frequently asked questions

Why is the printer not working?

There can be several reasons for your document not coming out of the printer. The most common reasons are:

- You don’t have enough Print Balance
- The printer you chose is not Follow Me
- You are not logged in to the printer
- The person logged in to the computer and the person logged in to the printer are not the same
- The printer is out of paper
- Your printing is simply delayed (e.g. because many people are printing or your document is large)

To troubleshoot, see the instruction sheet ‘TROUBLESHOOT PRINTING & COPYING’.

How much does it cost to print, copy, or scan?

- Black-and-white **printing & copying** cost 10c per printed page – so a double-sided page will cost 20c. Printing in colour costs 25c a page.
- Your printing account is charged when you log into the printer to release your document.
- **Scanning** is free.

How can I check my current Print Balance?

- Click on the ‘Print balance and Payments’ icon on the computer desktop and log into your Printing Funds Portal. Click on ‘User Dashboard’ to see your current balance.

Where and how can I top up my Print Balance?

- **Online**, by logging into your **printing account** and clicking on ‘Deposit’ – you can use a bank card or PayPal.

Is there a minimum amount for top-up?

- **Yes**, the minimum is $3.
- To avoid having to top up frequently, estimate the number of pages you will need to print in the next few weeks.