One Print

NEW

Student Guide
Print | Copy | Scan

Where can I print?

You can print out your work from any Printer across Campus; in the Libraries, Open Access areas and IT Labs (which are available to work in when they are not being used for teaching).

The printers are also available on the Student Desktop and Simply Web so you can print when using your own Laptop, Tablet, etc. on campus. See also Simply Print later in this guide for access to printers when off campus.

This means that, during the busiest times of the year and there are queues, you can use other printers.

Take a look at our Printer Locations list which will give you information about where printers are installed.

Charges for Printing & Copying

One A4 black and white	1p
One A3 black and white	2p
One A4 colour	5p
One A3 colour	5p

Note: These prices are per page, so double-sided will be double the price e.g. 2 sided B&W on A4 = 2p

How does my Smartcard work with the printer?

Your University Smartcard will be automatically associated with all University printers.
If it doesn't work immediately you will be asked to login using your Northumbria Username and Password. Once you've done this your card is associated and you can just swipe and go in future.

Top up your Print Credits Online, whenever you like

Click the **Buy Credits** button in the Student Hub, My Northumbria or logon at northumbria.ac.uk/payforprinting

How quickly are print credits added to my account?
Print credits will show on your account in 5-10 minutes.

How do I check how many credits I have left on my account?
You can check your balance online through the **Student Hub** and **My Northumbria**.

Logging Out & Getting back "Home"

The printer will log you out automatically when you don't press anything on the touchpad for one minute.

To log out earlier, press the **Key** button on the right-hand side.

You can always return to the main menu by pressing the **Home** button from the left-hand side of the panel.

Copy	E-mail	Print	Student Account Balance

How to Print

You print by sending your document to a "Print Queue" – we just have 2 queues for you, Colour or Mono (Black & White) and documents are set to print double-sided so that you save paper and money.

Colour Printing - Student on nppcountstud
Ready

Mono Printing - Student on nppcountstud
Ready

- Send your document to print, changing any settings required e.g. larger paper, single-sided, multiple copies
- Go to the nearest printer, swipe your Smartcard and select **Print** from the menu
- Select the document and press the **Print** button on the touchpad screen.

How am I charged?
Print credits will be debited from your account when you select and print out your document.

What happens if I don't have enough credits left to print the whole document?
If you don't have enough print credits left, the document will not print. You will get a message saying: "Sorry, you don't have enough credits to print your document".

What if I send a document to print by mistake?
Your documents will only print out when you swipe your Smartcard and select **Print** at the printer itself; meaning you have time to cancel this mistake before you are charged.

From the printer you can select and delete the items you don't need.

Paper Trays & Specialist Printing
There are 5 paper trays available which have been set to use the following:

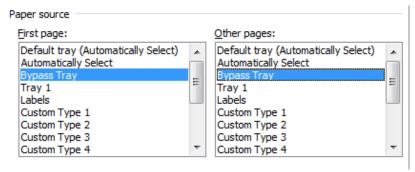|	
Tray 1	A4
Tray 2	A3
Tray 3	A4
Tray 4	A4
Tray 5 (Bypass Tray)	Your choice for A4, A3 or specialist use of up to approx 100 sheets e.g. letterhead, colour paper, labels, card etc.

Note: On small printers, the Bypass tray is on the front.

If you want to print on A3 paper you must select this from the print menu Settings before sending. Go to **File** > **Print** > Look at the **Settings** list and use the drop down menu to change the size to A3.
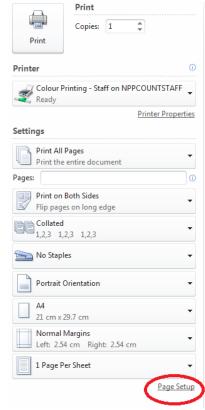
Using Tray 5 for Specialist Items

- From your document select **File** > **Page Setup**

- Select the **Paper** tab
- Select **Bypass Tray** in both **First Page** & **Other Pages** menu

Print

Copies: 1

Printer

Colour Printing - Staff on NPPCOUNTSTAFF
Ready

Printer Properties

Settings

Print All Pages
Print the entire document

Pages:

Print on Both Sides
Flip pages on long edge

Collated
1,2,3   1,2,3   1,2,3

No Staples

Portrait Orientation

A4
21 cm x 29.7 cm

Normal Margins
Left: 2.54 cm   Right: 2.54 cm

1 Page Per Sheet

Page Setup

Paper source

First page:

Default tray (Automatically Select)
Automatically Select
Bypass Tray
Tray 1
Labels
Custom Type 1
Custom Type 2
Custom Type 3
Custom Type 4

Other pages:

Default tray (Automatically Select)
Automatically Select
Bypass Tray
Tray 1
Labels
Custom Type 1
Custom Type 2
Custom Type 3
Custom Type 4

- You can select the size and whether you want single or double sided etc
- Click **OK** > **Print**
- Lower Tray 5 and load your specialist paper/card. The icons on the tray will give you an indication on how to load the item e.g. face up, face down etc.

- Swipe your Smartcard at the printer
- Select your document and press **Print** on the touch screen.

How to Copy

- Place the document(s) you would like to copy either in the feed tray (face-up) or on the glass (face-down)

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- Swipe your Smartcard and select **Copy** from the menu:

  - Black and White: Makes a copy in black and white
  - Colour: Makes a copy in colour
  - Match My Originals: Makes a copy in both, identifying which sheets are black and white and which are colour so that you are charged accordingly.

- You can then change settings to get the copy you'd like, when set click the green button on the top of the printer to begin copying.
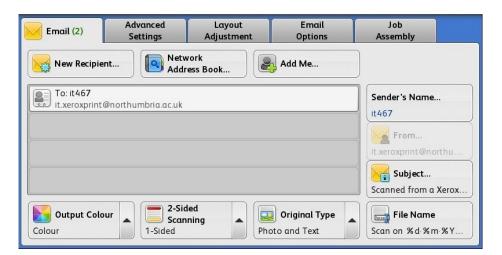
Copying Non Standard Size e.g. books
Many books have pages which are not a standard size such as A4 or A3. If the paper supply is left at 'Automatically Select' you may get an error message when trying to copy a non standard size document. You will need to set the paper size before pressing the green button.

Place the document or open book on the glass and select the paper size that you want to print on. You can do this from the Paper Supply menu or select Layout Adjustment > Original Size for a custom size. Then press the green button.

How to Scan to Email
- Place the document(s) you would like to copy either in the feed tray or on the glass
- Swipe your Smartcard and select **Email** from the menu

- You will see that the system defaults to email the document to your Northumbria email address
  - If you would like to send the document to another person or email address at the same time, select **New Recipient** to add the additional address
  - If you would like to send the document to another person and not yourself, select **New Recipient** to add the additional address. Then select your name and select the **Remove Recipient** button on the right-hand menu

- Press the large **Green button** on the top of the printer to begin scanning.

Using the Job Assembly function

You can build up several pages into just one emailed document but selecting the **Job Assembly** tab.

- Select **Build Job > On**
- You will now be able to scan items in where they will sit until you are ready
- Press the green button to send the final scanned documents to your email address.

Simply Print

Simply Print allows you to upload and print a document from your own laptop, Smartphone or home computer to the University printers.

Your request will go into to the print queue just like it would on campus and you can go to any available printer, swipe your Smartcard and print out your document.

See our guide for detailed instructions on How to Use Simply Print

Want to check your printing history?

You can take a look at what you have printed here: northumbria.ac.uk/printhistory
Simply login with your Northumbria Username and Password to view today's, yesterday's, last month's records.

And now for the boring bit

We all know terms and conditions are a bit dull, but please read through these before you use the printing system:

- You will receive £10 free print credits at the beginning of each year of your course. That's the equivalent of 1000 black & white prints!

- The free print credits are given to cover mandatory printing in exams and to compensate for technical problems such as printing errors or paper jams.

- Your print credit balance will roll over from one year to the next. However, on completion of your course no refund will be given for unused credits.

- No refunds/re-credits will be given for printing errors. If a printer is out of order, you can use the next available printer. Cash refunds are not available.

IT Customer Service, September 2015. The University reserves the right to change these terms.

Help and Support

If a printer is completely out of paper/toner or seems to be faulty, please contact the IT Helpline.

Email: it.helpline@northumbria.ac.uk
Phone: 0191 227 4242
Online Search: northumbria.ac.uk/knowhow

There's a label on the printer giving you its **Printer Name** - please quote this when you get in touch to help us identify which printer is faulty.