PCC PaperCut: Student General FAQ

How do I login to PaperCut?
- Students can login to PCC PaperCut using their MyPCC username and password to view their individual quota, print history, transaction history and release active print jobs.
- Students using a PCC lab or classroom computer will be prompted to login to the PaperCut client when attempting to print. At the PaperCut prompt, students will use their MyPCC username and password to complete the login process.

Can I check my printing balance or quota?
- Yes, students can check their PCC PaperCut printing balance / quota by logging in to their PCC PaperCut Account. Students are allocated $10 (100 duplex pages) per academic term. Balances are reset at the start of the academic term.

Why is my print job not being released?
- In the Student Computing Centers (SCC), the college uses *Print Release Stations* that students will need to access and "release" any print jobs to the physical printer.
- Outside of the SCCs, stuck print jobs could be due to various reasons, such as insufficient PaperCut funds, printer issues, or job restrictions.

How do I release a held print job?
- In the Student Computing Centers (SCC), student printing uses Release Stations. These Release Stations (dedicated computer/monitor) are set up near the physical printers and provide quick log-in access (using MyPCC credentials) to allow student submitted print jobs to be either released for print or canceled if duplicate or error.
- Students can also release print jobs from the PCC PaperCut web interface, log into PCC Papercut, select *Jobs Pending Release* from left navigation, find job, click *Print* or *Cancel* options.

Can I cancel a print job?
- In the Student Computing Centers (SCC), student printing uses Release Stations. Students can cancel a print job after submitting by logging into a Release Station or the PCC PaperCut web interface, viewing the print

job, and clicking the *Cancel* option.

What printers are available to me?
- In the Student Computing Centers (SCC), there is at least one (1) black & white printer and one (1) color printer available. In most PCC classrooms, there is only one (1) black & white printer available.

How can I configure my print settings?
- Students might want to customize their print settings, such as selecting double-sided printing or adjusting print quality. Print setting changes are normally handled via the application used for the content, e.g., Google Docs, MS Word, etc. After selecting print from the application, document print settings should be available to select - duplex, paper size, etc.

Are there any printing restrictions or policies in place?
- Students may print to either a b/w printer ($.07 single sided or $.10 duplex) or color printer ($.25 per page) as long as they have printer balance/quota and the print job is less than or equal to the available balance.
- Students are allocated $10 per academic term towards printing, any printing needs above $10 per term, will require additional funds to be added to the student PaperCut account. (see adding PaperCut funds)

Is there wireless or mobile printing support?
- Yes, mobile printing for PCC students is available via PCCWifi and uses a PaperCut application called "**Mobility Print**" to help install the printers on the device.
- Mobility Print is set up per *PCC campus* and only available on printers within the Student Computing Centers (SCC). To set up PaperCut on a mobile device, first select the campus link below, and then follow the instructions for installing/configuring. (Must be on campus - PCCWifi)
    - [Cascade](#)
    - [Rock Creek](#)
    - [Southeast](#)
    - [Sylvania](#)
  - Mobility Print should work on most mobile devices (laptops, smartphones) and instructions for each vary.
      - [Android](#)
      - [Chromebooks](#) (device can not use Kiosk mode)

- [iOS](#)
- [Mac OS](#)
- [Windows](#)

What do I do if I'm experiencing issues with PaperCut?
- If you experience problems with printing while in the Library/SCC, please see a Lab Assistant. If the print job comes out of the printer incorrectly (smudged, wrong paper size, etc.), refunds can be requested.
- Problems experienced in a classroom can be reported by emailing the IT Support Desk at servicedesk@pcc.edu or can be reported to a Lab Assistant within the Student Computing Centers (SCC).

PaperCut - Adding Credits:

1. Log in to [PaperCut](#):
    a. Log in with your MyPCC username and password.
2. Locate the *Add Credit* Option:
    a. On the left navigation bar, there should be an option to add credit.
3. Specify the Amount to Add:
    a. Enter the amount of money you want to add to your PaperCut account ($2, $5, or $10).
4. Enter Payment Information:
    a. Enter the required payment information, including the card number, expiration date, and security code, billing address.
5. Review and Confirm:
    a. Review your transaction details to ensure they are accurate. Confirm the payment to complete the process.
6. Check Your Updated Balance:
    a. After the payment is processed successfully, it should return you back to PaperCut and show the funds have been added to your account. You should also receive a receipt via email.

Why do I get the PaperCut login prompt after attempting to add credits with my credit card?

- Likely cause of this issue is the wrong billing address or other problem associated with the credit card during authorization of the charges. Students can

try again with a corrected card details and billing address or try using a different credit card.

- If students can not get past this behavior with their credit card and PaperCut, they will need to be referred to the PCC Student Accounts office to charge the amount and then return a paid receipt to a Lab Coordinators for manual PaperCut credits.