

Student Printing Q&A

Black and white printing costs \$.05 per page and the new color printer costs \$.25 per page. Last year we experimented with a system that started out all students with \$20.00 worth of printing credit in a debit account.

Printing accounts will once again be started off with \$20.00 of credit. Once your account reaches zero balance or does not have enough credit to print the job you are trying to send, you will be unable to print and will need to purchase additional printing credit.

This document covers the basic Q&A of the Jones School printing system.

Q: How do I pay for my printing?

A: Our print system is based on a debit account. A printing account was set up for you and \$20.00 (twenty dollars) of printing credit was placed in the account. Each time you print, the corresponding amount of credit is deducted from your account. When your account balance reaches zero, you are no longer able to print.

Q: How do I check the balance in my printing account?

A: There is a \$ icon near the clock on your computer. Any time that you are logged in to the network, you may check your printing balance by pointing your cursor at the \$. The amount shown here is the amount of printing credit that remains in your account.

Q: Do I have to wait until my account reaches zero before I can add credit:

A: NO! You may add as much credit as you want at any time you want. Please be aware that the unused balance in your printing account will not be refunded so only add as much credit as you reasonably expect to use.

Q: How do I add credit to my printing account?

A: You may purchase additional printing credit by going to room 257. The students working the Help Desk will be able to add credit to your account.

Q. What if I have money left in the account at the end of the year?

A: Any money left in the printing accounts at the end of the year will go back into the printing fund and become part of the \$20.00 that will be placed back in each account at the start of the school year. **There will be no refunds of unused printing credit.**

Q: What hours will someone be there?

A: The Help Desk is staffed from 8:30 AM until 5:00 PM Monday through Friday. Since adding value to printing accounts is just one responsibility of the Help Desk, there may

not be a person sitting at the desk at all times. If there is not a person at the desk when you come by, come back in a few minutes and someone should be there. If you want to make certain that there will be a person at the Help Desk to help you when you come by, setup an appointment by sending e-mail to jgshelp@rice.edu.

Q: What forms of payment are acceptable to purchase printing credit?

A: The Help Desk only accepts checks. No Cash, No credit cards.