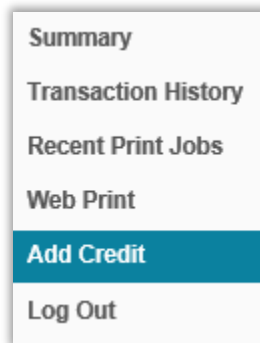## Adding Webprinting Credits & FAQ's

This is the web-based solution you will need to meet all your printing needs...
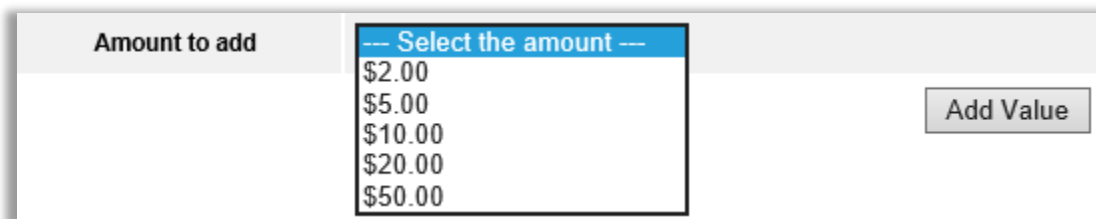
1. Log in with your -**University Email Address**- and -**University Password**- after you select -**Web Print/PaperCut**- on Quick Links on mySWU or by visiting https://print.swu.edu:9192/user.
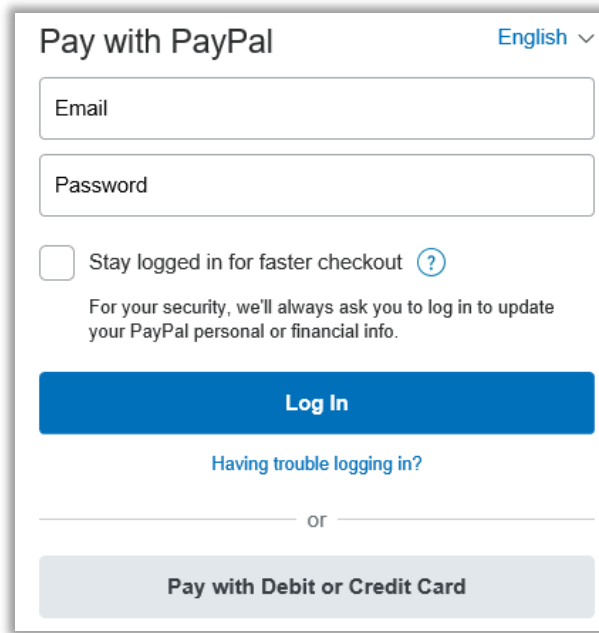

2. Select -**Add Credit**-.

3. Enter desired amount, then select -**Add Value**-.

4.   Make the payment with either PayPal or check card.

FAQ's for PaperCut

- **What if I need to pay in cash? Where do I go?**

a. Make the transaction in the Business Office in the lower level of Correll Hall, then bring the receipt to the Office of Information Technology to have the credits added to your account.

- **If I print on both sides of the paper, am I only charged once?**

a. There is no discount for duplex printing. The software allows for a reduced price for printing on both sides but the only savings is paper. Toner and maintenance cost are per page printed so I decided not to reduce for duplex printing now.

- **How much does it cost to scan something to my email?**

a. Students are not charged for scanning to email. You are required to login to use the scanning feature and the scans are tracked but no charges should be incurred.

- **When I print something, there's a lot of stuff at the bottom of the page. What is that?**

a. A watermark is included at the bottom of every printed page by our students or anyone that prints using the web print function. This information includes the name of the person logged in and the date and time printed. This is necessary to determine who is responsible for the printed pages and cannot be removed.

- **How do I get a refund for something I accidentally printed?**

a. In most cases, the name at the bottom of the page will be the person submitting the work. However, students do forget to log out in our labs and when using general use computers on campus. Not logging out will permit the next person to print using another person's print quota. We will not refund. It is up to the student to remember to log in and log out when using shared resources.

- **Can I share my print jobs with someone else?**

a. It is also possible for a friend to share their print quota. For this to happen, a student will need to log in and permit the friend to submit a print job using their print quota. The student submitting the work to you will not have the correct name at the bottom of the page.

- **Someone has used my print jobs. What can I do?**

a. If students feel that their account is being used without permission it is important for them to immediately change their password. This will immediately solve the problem unless the person is already logged in and printing. We will not refund any amounts. It is up to the student to manage these resources.

- **How can I print from my laptop or phone?**

a. First, login to your PaperCut account at https://print.swu.edu:9192/user. Then, click on "Web Print". Submit a job, then choose a printer from the list. Click "Print Options and Account Selection" upload your document, click "Upload and Complete", and you' re done!