PRINTING GUIDE

Printing in the Library

We have three **multi-functional devices** in the Library: two on the Ground Floor and one on the Third Floor. These devices can handle printing, photocopying and scanning, in colour or black and white, onto A4 or A3 sized paper.

Before you can use the printers, you will need to add **credit** to your account – please see further instructions in the section below.

If you would like to print from your own **laptop or other device**, please see further instructions in the section below.

Quick Print Guide

1. When you are ready to print your document, select **Joh_FindMe** from the drop-down list of printers.
2. Once you have sent a document to be printed, it will be stored until you release it by logging on to a device.
3. Login at any printer with your **University Card** by holding it against the card reader on the right-hand side of the machine, or by entering your Raven ID and password.
4. Select 'Print release' from the main menu and highlight your file(s).
5. Press the blue 'Print' button on the touch screen.
6. Remember to **log off** – press the 'Logout' button to the right of the screen.

Adding Credit to your Account

Payments can be made **online** via eCredit at: www.ds.cam.ac.uk/mydsprint

You can pre-pay online using a **debit** or **credit card**. Cash is accepted at the University Information Service Reception (Roger Needham Building).

This credit is known as your **Common Balance** and you can use it in any other location around the university which is part of the Common Balance Scheme. Please note that printing costs vary from place to place.

Printing from your Own Laptop/Device

To print from your own device, please visit
https://help.uis.cam.ac.uk/service/printing/desktop, and select instructions for
either macOS or Windows, depending on your device. The set-up for macOS
is notably more complex than for Windows, so make sure you are reading the
right one.

Please ensure you are reading the instructions about setting up **DS-Print**,
NOT Mobility Print, which is not available at St John's College. If you require
further assistance with setting up printing on your own device, please contact
the **University Information Service (UIS)**.

Printing Charges at St John's College

Below are the printing costs as of October 2021.

A4 – Black & White	3p per sheet
A4 – Colour	25p per sheet
A3 – Black & White	6p per sheet
A3 – Colour	50p per sheet

Charges are per sheet of paper, so by printing double-sided you can effectively
halve the total cost of your print job. Library printers will default to double-
sided printing.

Information about the University Printing Service

Printing is not managed by St John's College staff – the printers here are part
of a university-wide system called the **DS-Print Service**, which is managed by
the **University Information Service (UIS)**.

This means that if you're experiencing problems related to logging into the
printers, using your credit, and so on, you need to speak with the UIS
themselves. You can phone the Service Desk at 01223 332999 or send an
email to servicedesk@uis.cam.ac.uk

Getting Help from Library Staff

You are always welcome to speak with library staff about printing and we will do our best to assist you. There are, however, limits to our ability to help, which are outlined below.

St John's Library staff **can**:
- Provide an overview of printing and show you our printing guide
- Explain how to log into and release work from a printer
- Show you how to scan books, papers, etc. and receive as PDF files
- Show you how to create photocopies
- Give basic advice on print settings such as colour, single-sided, etc.
- Re-stock printers with paper/ink and investigate problems (e.g. jams)

St John's Library staff **cannot**:
- Purchase printer credit for you or accept any payment for printer credit
- Refund printer credit if your printing job goes wrong
- Resolve problems to do with logging in
- Fix other technical, software-related or connection-related problems

Troubleshooting

The UIS also has a very useful **Troubleshooting** page which talks through solutions to the most common printing problems. This can be found here: https://help.uis.cam.ac.uk/service/printing/Troubleshooting

Useful Links and Contacts

University Information Service   www.uis.cam.ac.uk/ or help.uis.cam.ac.uk/
UIS Service Desk email   service-desk@uis.cam.ac.uk
UIS Service Desk phone   01223 332999
DS-Print Service Info   help.uis.cam.ac.uk/service/printing
St John's College IT Support   ITsupport@joh.cam.ac.uk
                                01223 338751