Printing and the OneCard System

With the introduction of the new OneCard this fall comes a new way to print on WSC's wireless network. This new system will change how students print documents in the public computing labs or through the wireless network on campus. An explanation of how the printing system works and answers to some common questions about it are detailed below.

How to Print using OneCard Print Stations

I. Where can students print from:
    A. Any computer in any computing lab on campus
    B. Any computer or laptop logged into the domain on the wired/wireless network
    C. Any computer or laptop in a dorm room when logged into the domain

II. Send your document to the proper printer

    Note: Information Technologies urges students to make use of the print preview feature before printing. This practice will prevent printing unwanted pages when the document is not laid out as you want it.

    A. Default printer
        1. Computers in public computing labs should default to the black and white printer located in that lab.
        2. Laptops and students' personal computers in the dorms will not have a standard default. Users will always need to choose a printer from the printer dropdown menu in the print dialog box (shown below).

        Note: Pressing the printer icon in most common applications will send your job directly to the default printer without opening the print dialog box. To see the print dialog box first, click File > Print.
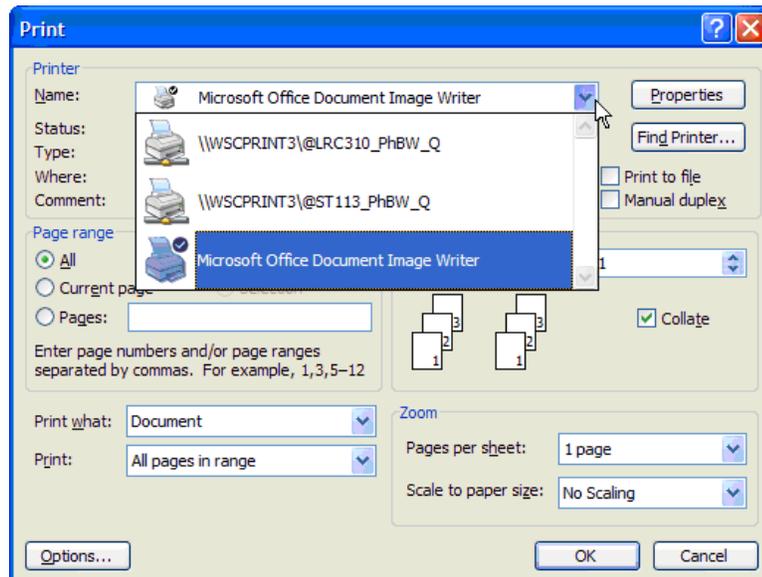
    B. Color printers
        1. When printing a document in color, users must manually select the color printer through the printer dropdown menu in the print dialog box (shown above).
    C. Link here for the [Names and locations of printers at OneCard print stations](#)

III. Go to a OneCard print station

IV. Release your job to the printer at the job release PC.
    A. Swipe your OneCard through the reader attached to the job release PC.
    B. Find your job(s) in the queue.
        1. Jobs can be sorted by job name, owner or date. Click the column heading you wish to sort by.
        2. Jobs can also be filtered by the first letter of the owner's ID (usually the first letter of your first name) by clicking the tab with the appropriate letter. This will show a much smaller list, making it easier to locate your job(s).
    C. Select your job(s) from the queue.
        1. Click on a job to highlight it.
        2. To select multiple jobs for printing, right-click each job.

    D. Verify the job(s) are in queue for the proper printer.
        1. Check the cost at the bottom of the queue before sending it to the printer. The total number of sheets and the total cost will display as consolidated figures for all selected jobs. (See Section V. below for costs.)
        2. If you selected multiple jobs and the cost seems wrong, you will need to select the jobs individually to see which job(s) is not going to the proper printer.
    E. Click print to release your job(s). Your document(s) will print out and the charges will be deducted from your OneCard account.

       Note: All jobs that are highlighted when you click Print will be sent to the printer and charged to your OneCard account. Be sure you have the correct jobs selected before clicking the Print button.

V. Printing rates
    A. Black and white pages: $.10 per sheet
    B. Color pages: $1.00 per sheet

C. Costs are charged to your OneCard Print Credit 1st then Common Funds if no print credit is available, when you click Print at the job release PC. Jobs in queue that are not released to a printer are not charged to students' OneCard accounts.

Frequently Asked Questions

Q   Can I delete a job I've sent to the print queue?

A   Yes. If you recently sent the job from the PC or laptop you are at, double click the printer icon on the right side of the taskbar. The print queue for the print station you last sent a job to will be displayed. Click your job to select it and press the delete key. If you are not at the PC/laptop you sent the job from or the printer icon is no longer displayed on the right side of your taskbar, you can open the print queue through the start menu. On the taskbar, click the Start button > Settings > Printers and Faxes. When the Printers and Faxes window opens, double click on the name of the printer that you sent the job to. The queue for that printer will display. Click your job to select it and press the delete key. Alternately, jobs will be purged if not released from the queue 48 hours after they are sent to the print queue. ***Note: You can only delete your own jobs.***

Q   Where are the OneCard print stations on campus?

A   There are several OneCard print stations. [Click here for locations](#).

Q   How do I locate these printers with my laptop on the wireless network?

A   Once you are logged into a domain on the wireless network, the printers will be available for you to choose from the printer dropdown menu in the print dialog box of the program you are working in.

Q   How do I know which printer to go to if I print through the wireless network?

A   Go to print station that corresponds with the printer you chose.
   • The @LRC310_PhBW_Q and @LRC310_PhColor_Q printers are located in the public computing lab, room 310 on the third floor of the Learning Resource Center.
   • The @ST113_PhBW_Q and @ST113_PhColor_Q are located in the public computing lab, room 113, first floor of the Ghosh Science and Technology building.
   • The @SullComm1_ PhBW_Q is located in the Common Room, first floor of the Sullivan Academic Center.

Q   Can I switch a print job from black and white to color or vice versa once it's already in the print queue?

A   No. You will need to re-send the job to the printer you wish to use. Remember if you don't release the job, you won't be charged for it.

Q   Why can't I find my job in the queue at the OneCard print station?

A   You will no longer see a job in the print queue at the OneCard print station if:
   • You deleted the job from the queue.
   • The job was sent to the queue more than 48 hours ago.

- The job is very large and you just sent it. Large jobs may take a few minutes to appear after being sent to the print queue.
- You are logged into the computer under a different username.

Q   Who do I contact if there is a technical problem with the printer (ie. error message on printer, out of toner)?

A   Notify the lab aide in the lab in which the printer is located or the IT Help Desk – http://it.worcester.edu

Q   How much free printing comes on my OneCard?

A   Students receive $20 of complimentary printing each academic year. Up to 200 B/W free pages!

Q   Is all the free printing added to my OneCard in the fall?

A   For students starting in the fall, the entire $20 of complimentary printing for the current academic year will be added to your OneCard at the beginning of the fall semester. The complimentary printing dollars for students that begin in another semester will be added at the start of their first semester at WSU.

Q   How do I put additional funds on my OneCard?

A   See the information on WSC's Community site at http://community.worcester.edu > OneCard & Campus Map.

Q   Can guests print at OneCard print stations?

A   With a guest OneCard, guests can also print at the OneCard print stations on campus. Guest OneCards can be acquired at either of the Card Management Centers. The Card Management Centers are located on the second floor of the LRC, across from the main entrance, and in the Student Center, near the ATM and in Wasylean Residence Hall.

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