



10 Things You Should Know About PrintCopy

1. What is the PrintCopy System?

Your student card is linked to your PrintCopy account, which allows you to photocopy and print in the Central Computing Labs, Library and Hubs. Use your student card to add **non-refundable credit** to your PrintCopy account at any Autoloader in the Libraries and CT Building.

2. What is an Autoloader?

Autoloaders are used to add credit to your PrintCopy account and will work with current student cards. Swipe your student card through the autoloader to open your 'printing account', then feed money into either the coin or note slots. The autoloaders do not give change.

3. How much does printing cost?

Printing charges are 11c per page for single or double-sided black and white printing, and 50c per side (e.g. \$1 for double sided copy) for colour printing.

(Note: double sided printing is only available in the Auchmuty Information Common)

4. Can someone else print from my account?

Someone else can only print from your account if you forget to log out of the computer when you have finished using it. ALWAYS LOG OUT WHEN YOU FINISH USING A COMPUTER.

5. What are the minimum and maximum amounts I can add to my account?

There are no limits to how much print credit you can add - \$5-\$10 is common, but this will vary depending on how much you intend to print. It is the user's responsibility to manage their credit on the PrintCopy system as this is NOT REFUNDABLE.

6. What if I have credit on my card and I am completing my course?

You have 30 days after your course completion date to use the credit. This is NOT REFUNDABLE.

7. Can I find out how much credit I have?

You can find out your balance by swiping your card through an autoloader, by checking the pop-up display when printing, or by using a swipe reader on a photocopier.

8. Do I need to keep the receipt that I get each time I add credit to my account?

Yes - it is important to keep this receipt so that the addition of credit to your account can be verified in the case of system failure.

9. What if I am a student at both the Callaghan Campus and the Ourimbah Campus? How will my account work?

Both University sites use the same type of PrintCopy system, but these systems are not linked in any way. A student using the printing and photocopying systems at both sites will need to manage two accounts. A single student card can be used at both sites as the account information is stored in a central database at each site, not on the student card. So to use the facilities at Callaghan, add credit at an autoloader there. To use the facilities at Ourimbah, add credit at an autoloader there.

10. What happens if my print job doesn't come out or the print quality is poor?

Report the problem to the nearest Information Desk as soon as possible with a copy of the banner page. The staff will attempt to reprint your job and attend to any problems with the printer. Accounts will not be credited for jobs that do not print correctly.