ThinkPrint – a User Guide for Staff

The Latest Print Management System

ThinkPrint Agenda

- What is ThinkPrint for Staff?

- Printing on Campus

- Resetting your password

- Features of your ThinkPrint account

- How to print from a Student computer, a laptop or Corporate Staff Work station

- Logging in to a photocopier with ThinkPrint

- FAQs for Staff

- Next Steps

What is ThinkPrint for Staff?

Lecturing and Corporate staff have been allocated a printing account to assist with managing print and photocopy jobs at the photocopier. Staff DO NOT pay for printing, however your ThinkPrint account will enable you to keep track of your printing and copying transactions.

For Lecturing and Corporate staff, the way you print will be different…

- Staff who use a Lecturer computer and have a generic login: If you fall into this category it means you will need to authenticate via the print widget, once per session in order to print documents. (If you restart your computer it will be the end of a session and you will need to authenticate your print jobs).

- Staff who use a 'Corporate' computer and have their own login: If you fall into this category there will be no change to the way you print.

- All Staff: Whenever you log into a **Student or Lecturer Computer** on Campus, you will see a Balance Icon on the desktop. With the new system, you now will be asked to authenticate the print job using a Print Widget.

If you're unsure which category you fall into, it doesn't matter! The rule is if the print widget displays, requesting authentication, when you try and print, enter in your username and password. If no widget displays, then no authentication is required. Simply print as normal

In this guide you will find information to assist you with printing and photocopying on campus.

PRINT BALANCE ICON

PRINT WIDGET AUTHENTICATION REQUEST

3
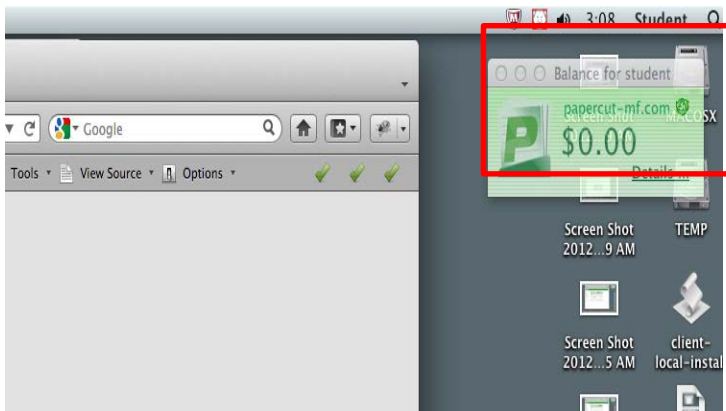
Printing On Campus

When you print from a staff computer, there is no change, print as per normal. However there is different process for printing from a Student Computer.

- When you log into a **Student Computer** on Campus, you will see a Balance Icon on the desktop.
- When printing from a **Student Computer**, you now will be asked to authenticate the print job using a Print Widget .
- To authenticate using the Print Widget you will need your Username = Staff ID and Password.
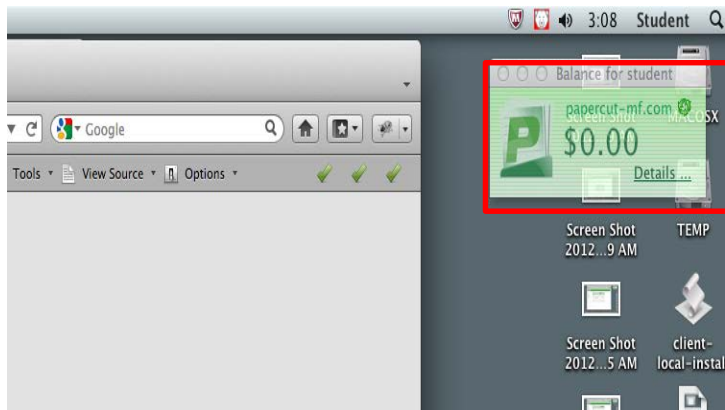
What is my **Username** for the Print Widget?
- Your username will be your Staff ID. Refer to your Staff ID Card or ask Student Services Staff to assist.

What is my **Password** for the Print Widget?
- **Staff with Student Portal Access** - staff members who are issued their own Student Portal username (Staff ID) & Password, can use your **Student Portal password** to access the Print Widget from a Student Computer.
- **All Other Staff** – All other staff members must create their own password by going to the IT page on the Staff Portal. There is a link under Online Forms 'Staff Printer Password Reset' that will assist you to create & re-set a password.

PRINT BALANCE ICON

PRINT WIDGET AUTHENTICATION REQUEST

4

Staff:
Re-setting your Printer Password

Staff with Student Portal Access
- You can reset your password for the Printers and Student Portal by going to the Student Portal .
- Go to the Student Portal page for your college e.g. http://thespot.catc.edu.au/
- Click on the link I forgot my password.
- You will receive an email. Follow the prompts to reset your password*. If you do not receive an email please speak with Student Services to check your email address in the system.
- You can then use this password to access the Print Widget.

*Student portal credentials and printer credentials will be the same for staff who have student portal access. Changing one changes the other.

Student Portal

PRINT WIDGET AUTHENTICATION REQUEST

Staff:
Re-setting your Printer Password

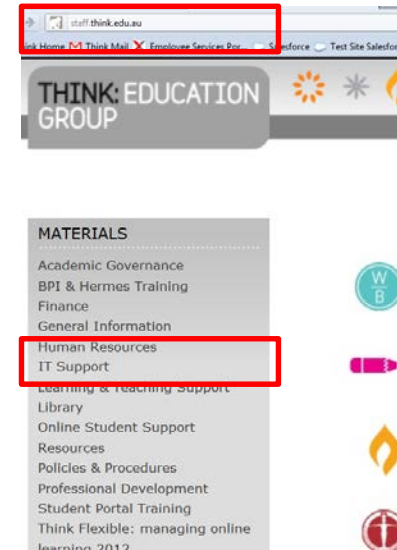**All Other Staff – You can create and re-set your password via the IT Support Staff Portal site.**

- On campus, go to the Staff Portal Site http://staff.think.edu.au/

- Click the **IT Support** page. Go to Online Forms.

- Click on the link 'Staff Printer Password Reset'.

ONLINE FORMS

AER - Pre approved Equipment Issue (To be submitted by GM's only)
New Starter Requirements Form (To be submitted minimum of 5 days prior to new starter arrival)
Employee Leaver / Terminations Form (To be submitted as soon as a manager is aware of an employee departing)
Change User Access Request Form (To Be submitted when requiring access to an application, database or email distribution groups)
Technology Business Case Form

**NEW Staff Printer Password Reset

MATERIALS

Academic Governance
BPI & Hermes Training
Finance
General Information
Human Resources
IT Support
Learning & Teaching Support
Library
Online Student Support
Resources
Policies & Procedures
Professional Development
Student Portal Training
Think Flexible: managing online learning 2012

- Enter your Staff ID. Click 'Request New Password'. You will receive confirmation your password was sent.

Staff ID: _____

A link to specify a new password will be sent to your personal email address.
Requesting a new password will mean that your password for CATC Design College and your college email address will be reset.

Request New Password

Password Sent

We've sent an email to fhensley...u.au.
The email contains a link to change your password, you can specify a new password from there.
If you don't receive an email from CATC Design College please check your junk box.
If you have any problems, please contact Student Services

- Then, you will be sent an email to reset your password. Click on the link.

From: thecampfire@think.edu.au
Subject: Your new password
Date: 5 June 2012 4:44:59 PM AEST
To: fhensley@think.edu.au   Hide

Dear Staff Member,

We have sent this email because you have requested to create or reset your password for printer access.

To do this,
Click on the link below.
Create a new password, which must be a minimum of eight characters and includes at least one capital and one numeral.
Please choose a password that you will remember and keep your details safe.

http://localhost:8080/Student_Portal_Test/#ChangePasswordContent/uuid=1ea872df-1157-4186-920d-8a823883bba6&random=1338878694782&employeeType=staff

If you continue to experience problems with your password, contact the IT Service Desk (itservicedesk@think.edu.au)

6

- Enter your new password. Click Change Password.

- Enter your new password. Click Change Password. You will receive a message advising your Change was successful.

- If your new password does not meet the requirements, you will be asked to choose another password. Click Change password and then you will receive a confirmation (as above).

Staff:
Re-setting your Printer Password

- Use this password to access the Print Widget and view your print transactions from Student Computers in your ThinkPrint account.

- This means that you can reset your Printer Password without the assistance of IT.

- If you do experience problems, please email itservicedesk@think.edu.au

Printing from a shared computer

Staff clicks on print

Staff asked to authenticate

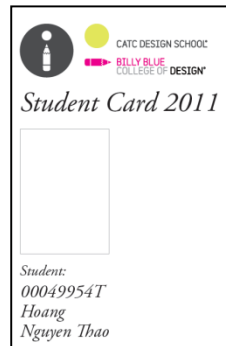**Enter Staff ID and password**

Staff walks over to printer

**Authenticate using card or password**

Print jobs released

Staff: Features of your ThinkPrint Account

To check your account go to http://thinkprint or log into your ThinkPrint account by clicking on the **Details link in the Balance icon** on the Student Computer desktop.

- **SUMMARY** tab will show you your username, balance, total print jobs and total pages printed.

- **RATES** will show you the cost of printing in colour, b/w, A4 etc.

- REDEEM CARD this is functionality is only used for students to credit their print account. Staff do not use this.

- **TRANSACTION HISTORY** tab will show the history of all your transactions .

- **RECENT PRINT JOBS** tab will show your last print jobs.

- **WEB PRINT** will enable you to print from your personal laptop. Click Web Print, Click Submit a Job. Follow the prompts to select your printer, enter number of copies and upload your file to send to the printer. You can upload the following file types: Word, Excel, PowerPoint, PDF and XPS.

- ADD CREDIT tab this functionality is only used by students to credit their print account. Staff do not use this.

- **LOG OUT** tab allows you to log out of your print account. It is important that you log out of your print account every time your print to ensure that no other student or staff member uses your ThinkPrint account.
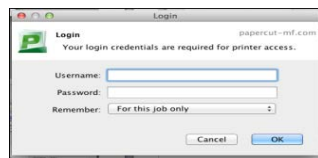
ThinkPrint Summary Tab
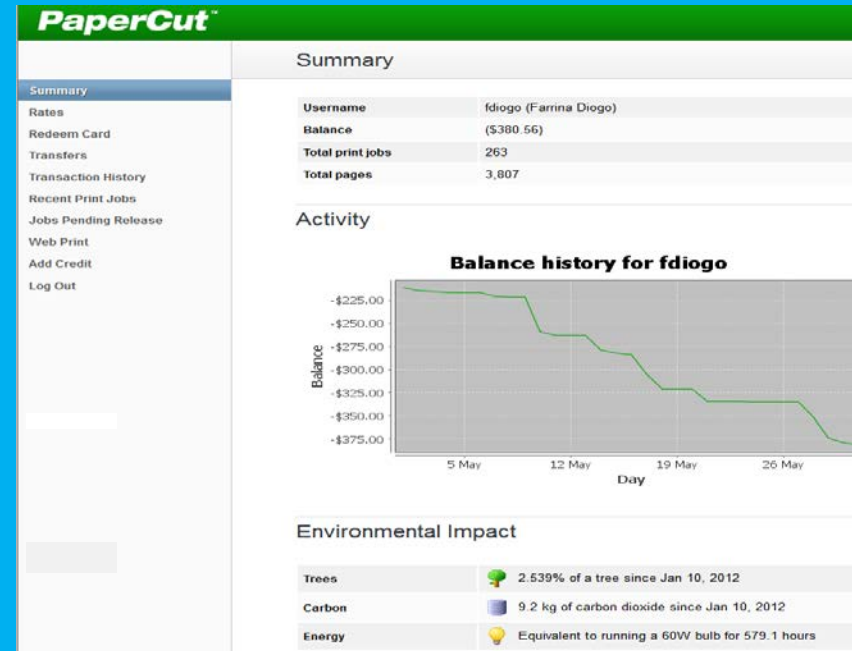
Details Link in Balance Icon

10
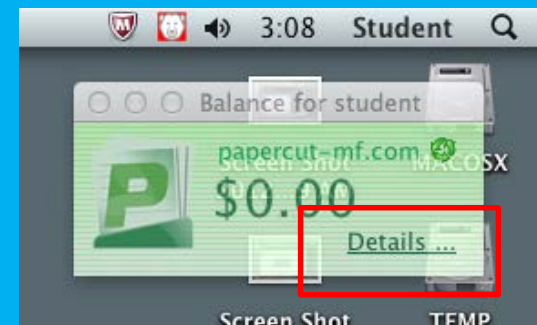
ALL STAFF: HOW TO PRINT FROM A STUDENT COMPUTER

- Open your document on your computer.
- Select File>print or CTR +P or Command + P (for Mac).
- **Choose the print settings:** printer, print finishing (colour, stable, double side etc), page numbers etc. Click Print.
- **Print Queues:** If you print from a student computer on level 2 or 3 your default printer queue will be an OCE machine.
- Each time you want to print, a **Print Widget** will pop up.
- **Enter your username** (Staff ID) and **password** (same as your Windows Log in Password or Student Portal password).
- The **Print Widget** will **Log** you **Out** 60 seconds after each print job is sent to the queue.
- A message will display " Your document has been held in a queue. Before the document will be printed you will need to log into the web interface provided or a release station and release your document".
- Click Ok.

PRINT WIDGET

ALL STAFF: HOW TO VIEW YOUR PRINTING ACCOUNT FROM A STUDENT COMPUTER

- **To view your print account,** log into your ThinkPrint account by clicking on the **Details link in the Balance icon** on your desktop.
- Log into your ThinkPrint account. Username = Staff ID, Password = Windows Log in Password, or

ALL STAFF: HOW TO PRINT FROM YOUR PERSONAL WIRELESS LAPTOP

- Go to http://thinkprint
- Log into your ThinkPrint account.
- Click on Web Print tab.
- Click Submit a Job.
- Select the printer.
- Click the button '2. Print Options and Account Settings'.
- Select number of copies.
- Click the button '3. Upload Documents'.
- Click 'browse' to upload the file you wish to print. You can upload the following file types: Word, Excel, PowerPoint, PDF and XPS.
- Click the button 'Upload and Complete'.
- Your file will then be sent to the Printer queue.
- Click Log Out.
- Go to a printer to release your print job.

ALL STAFF: HOW TO PRINT FROM A COMPUTER THAT YOU HAVE LOGGED INTO USING YOUR PERSONAL CREDENTIALS e.g. JSMITH

- Open your document on your computer.
- Select File>print or CTR +P Command + P (for Mac).
- **Choose the print settings:** printer, print finishing (colour, stable, double side etc), page numbers etc. Click Print.
- Your print job will be sent to the print queue.
- You do not need to authenticate your print job.

ALL STAFF: HOW TO LOG IN TO A PRINTER

Using your ID Card
- At the OCE printer swipe your Staff ID card over the device.
- The device will show your username.

Without your ID Card
- At the OCE printer manually enter your username (Staff ID) and password (same as your Windows Log in) in the device.
- Your username and password are case sensitive use the device keypad accordingly. E.g. Shift for Capital letters.
- The device will show your username.

N.B. Once you log in to the printer and select Copy, you can Scan and email a document as per normal.

HOW TO PHOTOCOPY

- Log in to the machine.

You will have two options Copy or Print.

- **Select Copy.**
- You will now be able access the printer control panel. You can select B/W, colour, size etc, these changes will affect your printing cost. Click Start when ready to copy.
- The cost of your print job will display on the device.
- **Press 'Print' to accept**.
- When your printing is complete click [↵] to log out.
- A message will display "Session complete".
- **It is important to log out** of the machine to prevent other users from accessing your ThinkPrint account.

Log Out – PC & Mac

HOW TO RELEASE YOUR PRINT JOB

- Log in to the machine.
- **You will have two options Copy or Print.**
- **Select Print**.
- Select the print job you wish to release from the queue. You can choose one or multiple print jobs by using the touch screen on the device.
- Select **Delete** – to 'delete' your print job from the queue
- Select **Clear** – to log you out of the printer queue and device
- Select **Print** – to print your file
- The cost of your print job will display on the device.
- **Press 'Print' to accept** and release your print job.
- When your printing is complete click [↵] to log out.
- It is important to log out of the printer to prevent other users from accessing your printing account and balance.
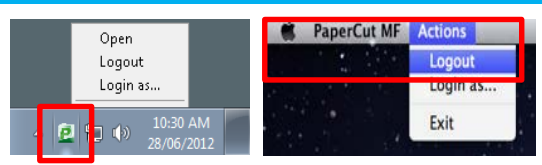
THINKPRINT – FAQs FOR Lecturing and Corporate STAFF

**Q.	How do I log in to a photocopier device?**

The easier way it to just swipe your staff card over the photocopier device. Then follow the prompts of the device to either print or copy.

**Q.	I forgot my Staff ID Card. How do I print/copy/scan?**

You will need to manually log in to the Photocopier device.

Username = Staff ID, Password = Windows log in password

Please note your username and password are case sensitive. On the printer use the shift button on the device for Capital letters.

**Q.	I forgot my printing password?**

Log in to the staff portal and reset your password. You can then use your new windows log in password to access the photocopier device. If you have Read Only access the student portal, please note that your student portal password is the same as your printing password. If you reset one, it will reset the other.

**Q.	I want to scan and email a document. What do I do?**

You will need to log in to a photocopier using your Staff ID Card or manually log in to the photocopier. Press the Copy button on the device. The photocopier control panel will then be activated for your to use. Scan and email the document following the prompts on the photocopier control panel. Make sure you log out of the photocopier when you complete your scan.

**Q.	I lost my Staff ID Card. How do I print now?**

You can still manually log in to the machines. However, you will need to see Student Services to get a replacement card. Once your new card has been issued, your old Stass ID Card wont work if swiped at the OCE or Canon machines. Only your new Staff ID Card can be swiped.

**Q.	How do I print from my laptop?**

Log in to ThinkPrint and use the Web Print tab. This will enable you to upload documents directly from your laptop. Release your print job as per the photocopier device instructions.

**Q.	I want to check my print transactions. How do log in to my ThinkPrint account?**

On a student computer you will see a Balance Icon. Click on the Details link to access your ThinkPrint account. You will need to enter your username (Staff ID) and password (Windows log in password).

From your personal laptop go to http://thinkprint

Once logged in to ThinkPrint you can go to the Transaction History tab to see the cost of each print job.

**Q.	How do I check the cost of printing and photocopying?**

When log into your ThinkPrint account and in the Rates tab the cost of Print jobs will appear. For the cost of photocopying please refer to the cost sheet near the photocopiers.

**Q.	The OCE machine on level 3 isn't working. Can I print on level 2?**

If you selected to send your print job to the global print queue, you will be able to release your print job from any machine. This means that if the machine on level 3 is not working go down to level 2 to release your print job.

**Q.	I have no idea how to print?**

All staff received an email which contains a user guide. Check your email for the ThinkPrint User Guide. There should also be a copy of the user guide at the photocopier.

- ThinkPrint will go live at your campus 10th October 2012.
- Any questions, look out for FAQs around the photocopiers and if you still have questions speak with Student Services.