

# Print Management

SVSU offers print management services to current students and employees. Print management allows you to monitor your usage of print services and add more pages to your print balance.

<http://vprint.svsu.edu>

## Contents

How much do I get each semester for printing? .....	1
What print services are available to me? .....	2
How do I add more pages to my personal account? .....	3
Printing at SVSU FAQs .....	3
How will I know when I need to buy more pages? .....	3
My document won't print, but I have money in my print balance.....	3
I have a huge print job and more than enough money in my print balance and my stuff won't print.....	3
Can I get a refund of my print balance?.....	3
I went to release my web print job and it's not there, but it was earlier.....	3
I printed some pages in error, or of poor quality. Can I get a refund? .....	4
What is an XPS document? .....	4
How do I make an XPS document and print it? .....	4

## How much do I get each semester for printing?

Enrolled students will automatically get their print balance set at the beginning of the semester. Employees will not have a personal print balance; printing is charged against department accounts.

Semester	Dollar (\$) Allocation	Number of b/w pages
Fall	\$20.00	400
Winter	\$20.00	400
Spring	\$10.00	200
Summer	\$10.00	200

Black and white pages = 5¢ each

Color pages = 30¢ each (8½" x 11" paper)

## What print services are available to me?

In order to view print services, you must log into the website with your SVSU username and password.

1. Using a web browser, visit <http://vprint.svsu.edu>.
2. Log in with your SVSU username and password.
3. Click Log in.



You'll be taken to a summary of your printing activity with links to the various functions on the left.

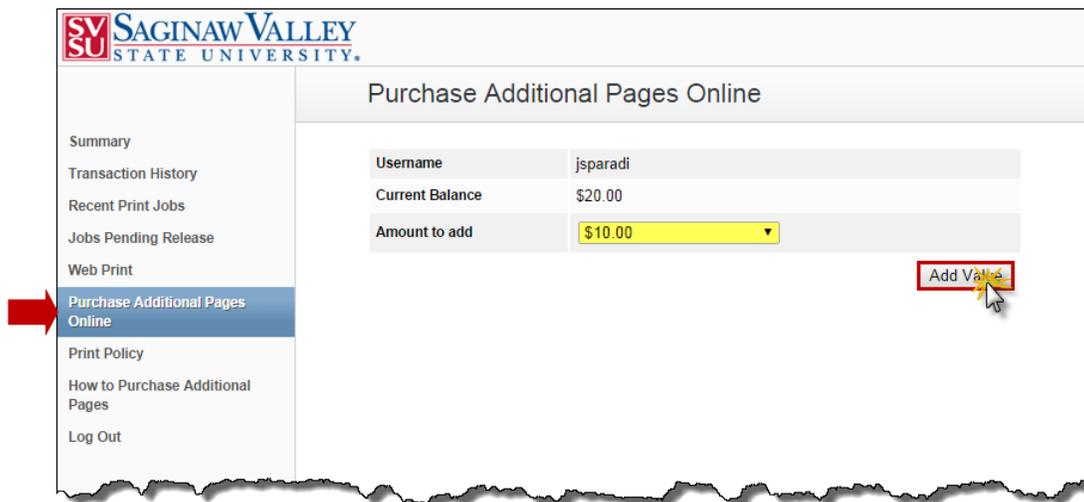
- **Summary.** Shows your current print balance, total print jobs to date, and total pages printed.
- **Transaction History.** View all transactions made to your print account, such as additional page purchases and account resets by administrators.
- **Recent Print Jobs.** Lists all of your recent printing jobs and locations.
- **Jobs Pending Release.** View print jobs that you have waiting to be released to web printers.
- **Web Print.** Click to upload a document for web printing.
- **Purchase Additional Pages Online.** Add more money to your print balance.
- **Print Policy.** View SVSU's print policy.
- **How to Purchase Additional Pages.** View SVSU's policy on how to buy more pages.
- **Log Out.** Log out of the system.



## How do I add more pages to my personal account?

Pages can be purchased at Campus Financial Services in Wickes, at the Zahnow Library main desk, or online any time with a credit or debit card. Here's how to purchase additional pages online.

1. Click Purchase Additional Pages Online.
2. View your current balance to determine how many additional pages you will need. Remember, each black and white page is 5¢, and each color page costs 30¢.
3. Choose an amount to add from the dropdown menu.
4. Click Add Value.



You will be taken to CASHnet where you can make your purchase.

## Printing at SVSU FAQs

### How will I know when I need to buy more pages?

You will be emailed when your print balance drops below \$1.00. You can also log into <http://vprint.svsu.edu> at any time to check your balance.

### My document won't print, but I have money in my print balance.

All technical printer issues aside, if you print a document and the cost of the pages exceeds the amount of print balance you have remaining, your job will not print. Check your print balance and buy more pages.

### I have a huge print job and more than enough money in my print balance and my stuff won't print.

It may be the total number of pages of your print job. Does your total job exceed 100 total pages? Break up large print jobs into smaller ones of less than 100 pages each.

### Can I get a refund of my print balance?

No, print balances cannot be refunded. Buy only what you need. See SVSU's printing policies linked from <http://vprint.svsu.edu> for more information.

### I went to release my web print job and it's not there, but it was earlier.

Documents placed in a print queue will be held there for 2 hours. Please release your documents in a timely fashion. Documents not released within 2 hours will automatically be purged. You will be sent a warning email 5 minutes before it will be purged.

### I printed some pages in error, or of poor quality. Can I get a refund?

Yes. You can bring the erroneous or poor quality pages to the IT Support Center in Zahnow library, 1<sup>st</sup> floor. A person in that office will decide if the pages should be refunded or not, and if so, will reimburse your print balance.

### What is an XPS document?

An XPS document is similar to a PDF, and for those who don't have an option to print to PDF, or those not printing an Office document (e.g. Visual Studio code), it allows you to use the campus web printing.

### How do I make an XPS document and print it?

Similar to making a PDF, an XPS is created by "printing" to the Microsoft XPS Document Writer. Installed by default on Windows 7 and 8 computers, with the document open, choose to print to the "Microsoft XPS Document Writer," and save the XPS file in a place that you can easily find, like the Desktop. Then upload that document to the website, <http://vprint.svsu.edu>, for web printing.