

Quest University Web Printing System

Introduction

Three Printers have been made available for students to enable printing without Quest Staff involvement.

 print\L-Book-BW-200	\$0.10 (simple)
 print\L-Book-C-C252	\$0.20 (simple)
 print\L-Lb-BW-200	\$0.10 (simple)

L-Book-BW-200 and L-Book-C-C252 are both located in the office next to Kiersten Burge-Hendricks office (L.113) near the learning commons. These printers are available for printing 24 hours a day.

L-Lib-BW-200 is located in the library. This printer is only accessible from the machines located in the library and therefore is only available when the library is open.

The same software is used to manage printing costs for both types of printing; your printing quotas carry across both systems.

In all cases you will need to use your Quest Userid and Password to be able to print. You will be prompted at various stages of the print process and must enter your credentials correctly to proceed.

Each of you has received a \$2 credit to your account for printing, once you have used up this allotment you will need to purchase additional funds and charge your account. To do so please remit funds to Jennifer Brown in the Finance department (behind reception). In an emergency you can transfer credit from your account to your peers. This is done from the Web Print Console and details follow further in this document.

When your balance reaches Zero you will no longer be able to print until you recharge your account.

[HTTPS://PRINT.QUESTU.CA](https://print.questu.ca)

Summary

User name	jdavies (Jason Davies)
Balance	\$4.75
Total print jobs	3
Total pages	5

Summary details page showing current account balance.

Overview

The Web Print system allows students to print to university printers from their own laptops without the need to install drivers. It works by offering a facility to upload documents in formats such as PDF, DOC etc using a standard web browser. You access Web print from the print system's User Web Tools.

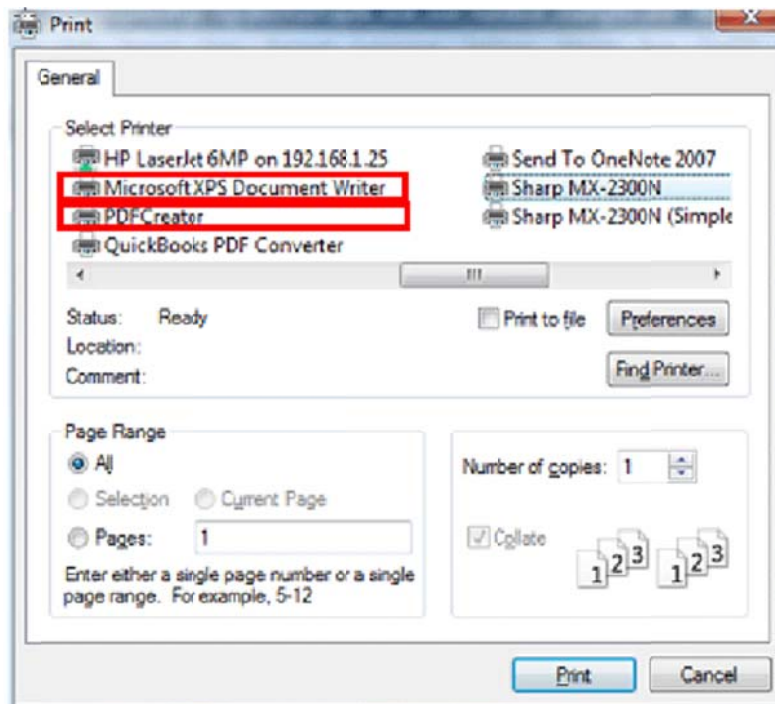
The system can print documents that have the following file formats:

Application	File Format(s)
Adobe Reader 9	PDF
Microsoft Office Excel 2007	XLS, XLSX, etc.
Microsoft Office PowerPoint 2007	PPT, PPTX, etc.
Microsoft Office Word 2007	DOC, DOCX, etc.
Microsoft XPS Document Writer	XPS

Table H.1. Web Print Supported Applications and File Formats

Free PDF printers are available for download from several websites such as PDF Creator [<http://sourceforge.net/projects/pdfcreator/files/>].

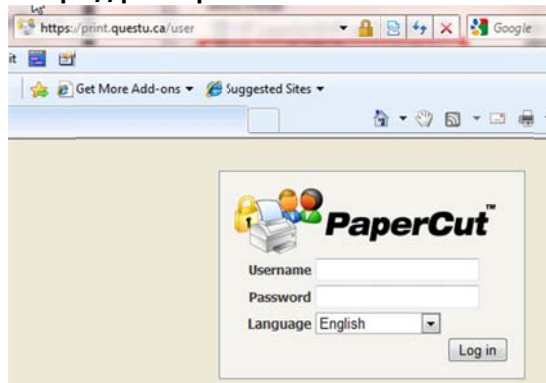
Printing from any application using the normal print function will produce a PDF document that can be uploaded using this system. All Vista and higher versions of Microsoft Operating Systems have a virtual XPS printer that works similarly to the PDF printers.



Printing using PDF Creator or XPS Document Writer

To print a document:

1. Open your browser to <https://print.questu.ca>



and log in using your network username and password.

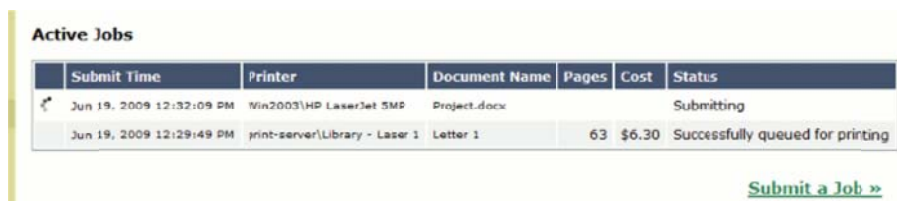
1. Select the **Web Print** link in the navigation menu.



Figure H.17. Web Print link

2. The front page contains a list of your active and recently submitted Web Print jobs. At first the list will be blank. Later the list will show the status of submitted jobs.

Example User Information Sheets



Submit Time	Printer	Document Name	Pages	Cost	Status
Jun 19, 2009 12:32:09 PM	Win2003\HP LaserJet 5MP	Project.docx			Submitting
Jun 19, 2009 12:29:49 PM	print-server\Library - Laser 1	Letter 1	63	\$6.30	Successfully queued for printing

Figure H.18. Web Print front page showing active jobs

You may see a message at the top of the Active Jobs page with other information that you may need to know to use Web Print.

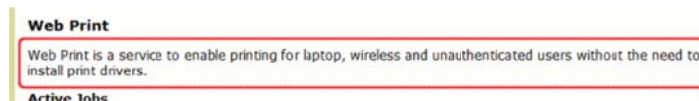


Figure H.19. Instructions for using the system

3. Click **Submit a Job** to start the Web Print wizard.

4. The first step of the Web Print wizard is selecting a printer where your job will be printed.

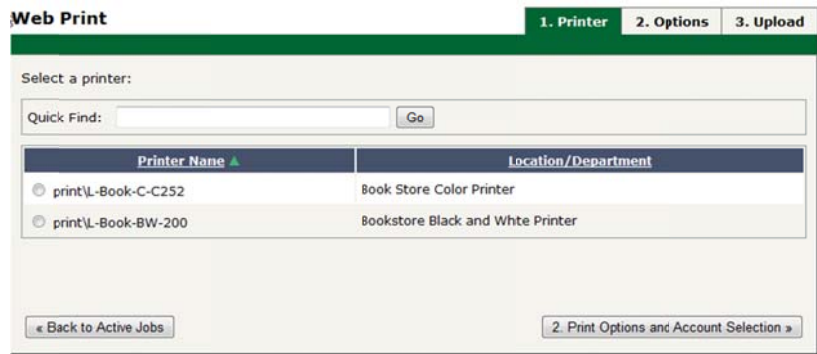


Figure H.20. Choosing the printer

5. Select the number of copies to print. (Users that have permission to print to shared accounts will see additional options on this page.)

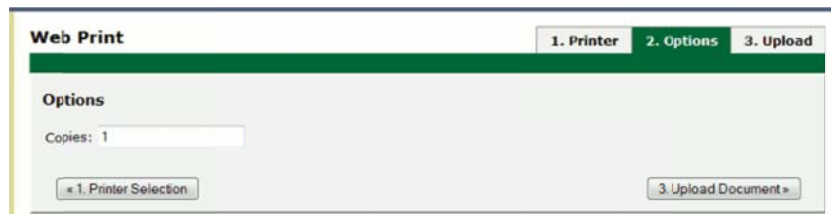


Figure H.21. Enter the number of copies

6. After selecting the print options and/or account selection settings, the third and final step in the Web Print wizard is to upload a document to print. This page lists the applications and associated file extensions that are supported. Once a document has been selected and **Upload & Complete** is pressed the file will begin uploading to the server.

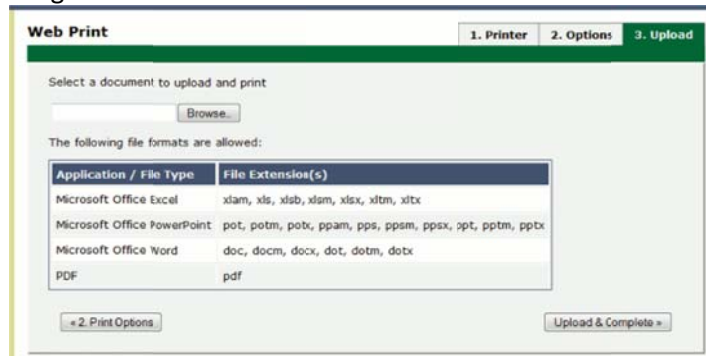




Figure H.22. Upload a document

7. Once the document upload is complete you will be returned to the front Web Print page. The table now displays the status of your job. Jobs may be queued during times of high load. The status will change to indicate the progress of the job from rendering to printing, and job details such as cost and number of pages will be populated when known. You may stay at this page to track the status of the job or navigate away or close the browser. The job will not be affected.

Request a Refund






Should your print job fail you can request a refund for the amount.

Usage Date ▼	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Sep 8, 2010 12:04:12 PM	jdavies	print\L-Book-C-C252	1	\$0.20	home login.pdf	LETTER (ANSI_A) Duplex: No Grayscale: No 9 kb 10.0.1.180 PCL6 Web Print	 

From your recent Print Jobs list select Request Refund (as indicated above)

Refund Request

All refund requests will be reviewed by the administrator.

Job Details	
	Time Sep 8, 2010 12:04:12 PM
	Pages 1
	Cost \$0.20
	Document Name home login.pdf
	Printer print\L-Book-C-C252

Refund Details	
Refund Amount	<input checked="" type="radio"/> Full amount <input type="radio"/> Partial amount: <input type="text" value="\$0.00"/>
Reason for Request	<input type="text" value="Because I didnt mean to kill the tree I hit print by mistake."/>
<input type="button" value="Send"/> <input type="button" value="Cancel"/>	

Fill out the form and the request will be dispatched for review, processing and if applicable a refund issued.