

Tutorial: Student Printing with GoPrint

This tutorial provides detailed information on how to use the GoPrint print management system.

To print a document, you will follow these steps:

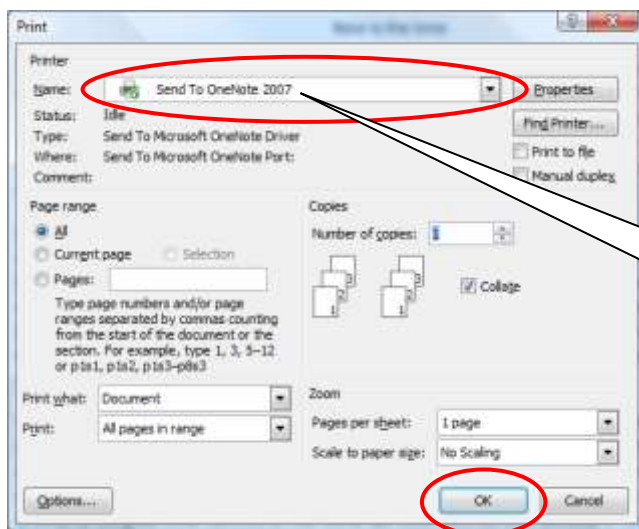
1. Create the document
2. Print the document (In the software application, click “Print...”)
3. Select the desired printer (make sure OneNote is not selected!)
4. Log in to GoPrint
5. Release the print job to the printer
6. View account balance
7. Cancel any unnecessary remaining print jobs
8. Log out of GoPrint... Done!

This document will describe these steps in detail.

At the end of this document are details on how to view Print Job History, Discarded Job History, and Transaction History for your account.

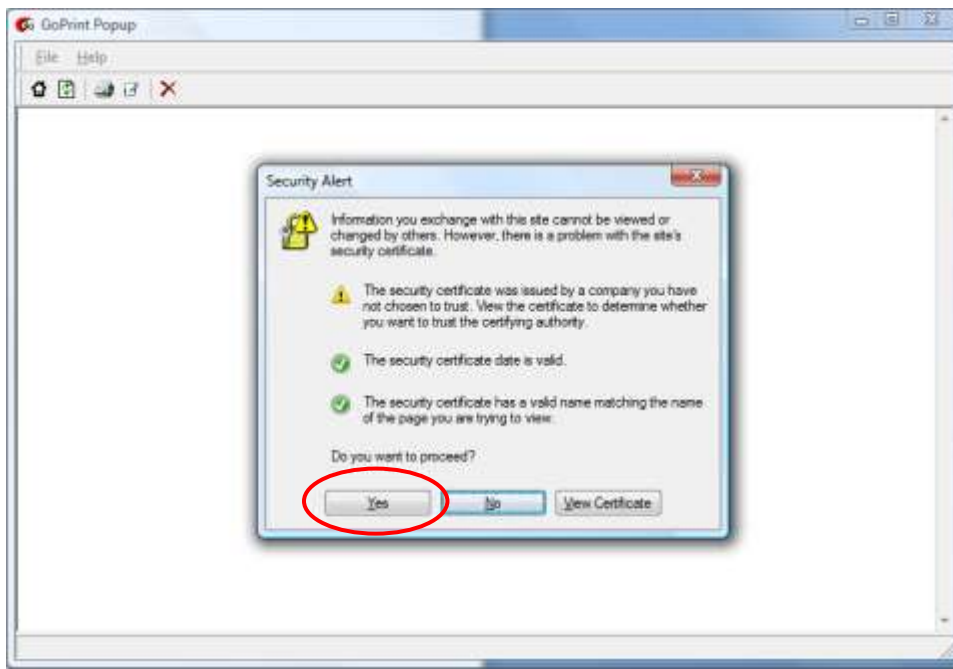
Creating and Printing your document:

1. Create your document.
2. When you are ready to print your document, click “Print...” and select the printer. Make sure that OneNote is **not** selected. Print jobs will not go to a printer if OneNote is selected.



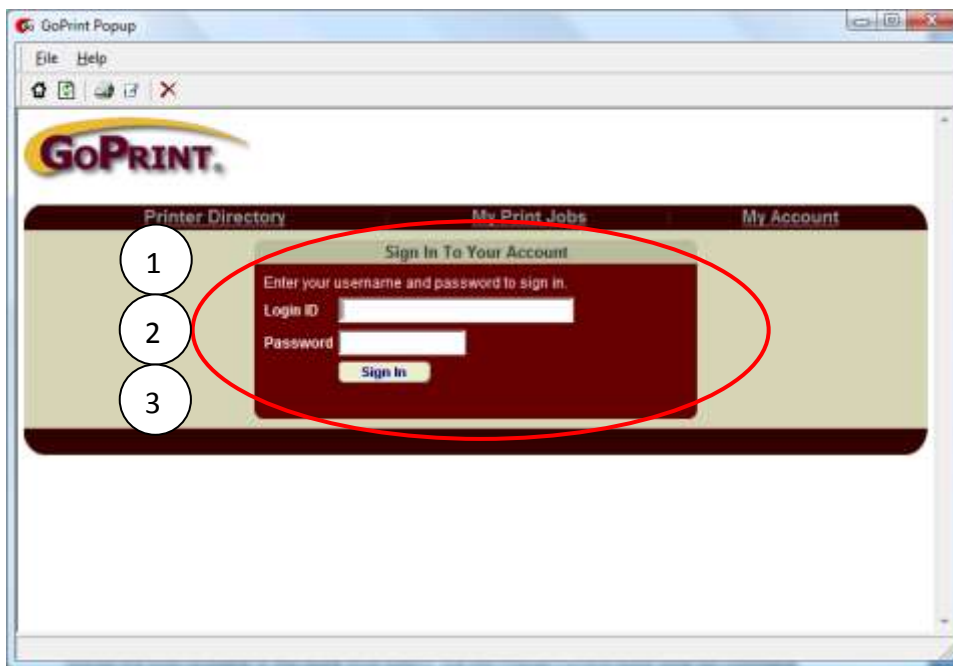
3. After selecting the target printer, click **OK** to print the document. This will open the GoPrint popup.

Note: If the Security Alert dialog box shown below displays, click **Yes** and proceed.



Log in to GoPrint

Log in to GoPrint to print documents. GoPrint is the system that manages student's printing accounts.



1. Enter your **IU Kokomo username** into the "Login ID" box.
2. Enter your **passphrase** into the "Password" box.
3. Click the **Sign in** button.

The GoPrint main screen should now display. If the word *** Alert *** displays near the top of the GoPrint screen, you will have to re-enter your username and passphrase because the system did not accept your initial entry.

GoPrint Main Screen

The GoPrint main screen is the central point from which all GoPrint functions are available. From here, the features available are "Printer Directory", "My Print Jobs", and "My Account". Also accessible from here is the GoPrint "Help" function and "Log off".

The screenshot shows the GoPrint main screen with several callout boxes providing instructions:

- Click "Printer Directory" to view available printers.
- Click "My Print Jobs" to view pending print jobs.
- Click "My Account" to view your GoPrint account details.
- Click "Help" for GoPrint Help.
- Click Log out" to Log out of GoPrint.
- Click "Next Purse" to select another GoPrint account.
- Click "Pay and print" to release a print job to a printer.
- Click "Cancel jobs" to cancel any unneeded print jobs.
- Click "Pay and print" to release a print job to a printer.

The screenshot displays the GoPrint interface with the following sections:

- Printer Directory**: A tab for viewing available printers.
- My Print Jobs**: A tab for viewing pending print jobs. Below this tab is a table of print jobs:

Document Title	Pages	Cost	Print Queue	Submitted
Microsoft Word - The quick brown fox	1	\$0.04	PRINT-ITSUPPORT	07/23 10:54AM
Microsoft Word - Now is the time	1	\$0.04	PRINT-ITSUPPORT	07/23 10:54AM

- My Account**: A tab for viewing account details. Below this tab is an **Account Summary** section showing account information (gmgole), purse type (Quota), and available balance (\$25.96). A "Next Purse" button is present.
- Transaction Summary**: Shows a total of \$0.00 and 0 pages printed. A "Pay and print" button is present.
- For your Desktop**: A section for downloading a web client for Windows or Mac OS X.

At the bottom of the main content area, there are two buttons: "Pay and print" and "Cancel jobs".

Releasing a Print Job to a Printer

Click **My Print Jobs** in the GoPrint toolbar.

Two options are now available – **Pay and print** (send your document to the printer), or **Cancel jobs**.

Documents must be “selected” before they can be printed or cancelled. To select a document, place a check in the checkbox to the left of the file name.

1

Select print job(s):
Click the respective checkbox to select the print job.

Document Title	Pages	Cost	Print Queue	Submitted
<input type="checkbox"/> Microsoft Word - My Research Paper	1	\$0.04	PRINT-	07:25
<input type="checkbox"/> Microsoft Word - My Research Paper	1	\$0.04	ITSUPPORT	03:15PM
<input checked="" type="checkbox"/> Microsoft Word - My Research Paper	1	\$0.04	PRINT-	07:25
<input checked="" type="checkbox"/> http://ow.english.purdue.edu/owf-resource-567-01-4	4	\$0.16	PRINT-	07:25
			ITSUPPORT	03:16PM

2

Select print job(s) then click the **Pay and print** button to print your print job.

2

Select print job(s) then click the **Cancel jobs** button to **cancel** your print job.

... another **Pay and print** button. Works like the other one!

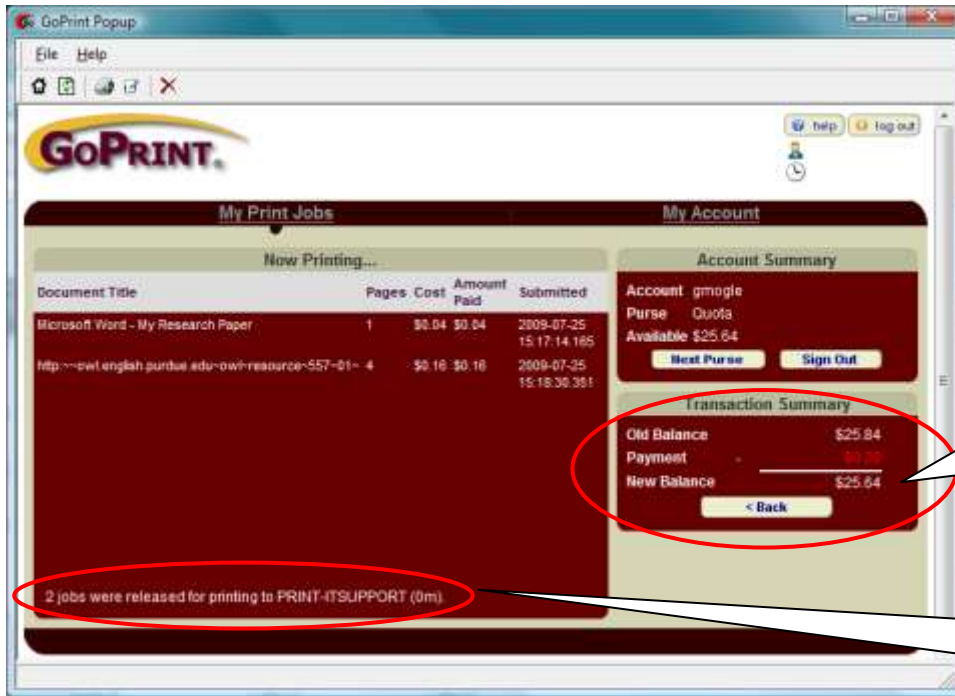
1. Select the file(s),
2. Then click the **Pay and print** button to print the file(s), or click the **Cancel jobs** button to cancel the file(s).

If the *** Alert *** box displays near the top of the GoPrint popup after selecting **Pay and print** or **Cancel jobs**, then no jobs were selected. Go back and select the desired print jobs and retry.

After the document is successfully printed, GoPrint displays the “Now Printing...” screen. This screen also shows the printer to which the document was printed, along with an “Account Summary” and “Transaction Summary” information. Please note that students begin the semester with a \$26.00 balance in the “Quota” purse.

Students are able to see their remaining balance on their print quota directly from the GoPrint screen.

In this example, notice that the two print jobs were released, along with the name of the printer where they were sent. The GoPrint account summary is also displayed, showing the cost of the print job and the remaining account balance.



Account summary showing remaining print quota balance.

Print job release confirmation and the name of the printer to which they were sent.

Canceling print jobs:

In situations where print jobs have been submitted more than once, there may be several reasons where prints do not get printed.

One situation is where **OneNote** was selected as the “default” printer instead of an actual printer. Please read step #2 on page 1 of this document. Select the correct printer and re-print the document.

Most likely though, documents were printed multiple times but were never released to the printer. In this situation, GoPrint makes it possible to send only the correct print job to the printer and cancel the un-needed print jobs. To do this, click on **My Print Jobs** in the toolbar.

Notice in the GoPrint **Print Jobs** dialog box below. There are four documents in the print queue. The “Submitted” column shows the date and time the job was submitted to GoPrint.

In this example, there are three “My Research Paper” documents and one Web site page. To two oldest “My Research Paper” documents can be cancelled, because the latest “My Research Paper” is the most current and accurate.

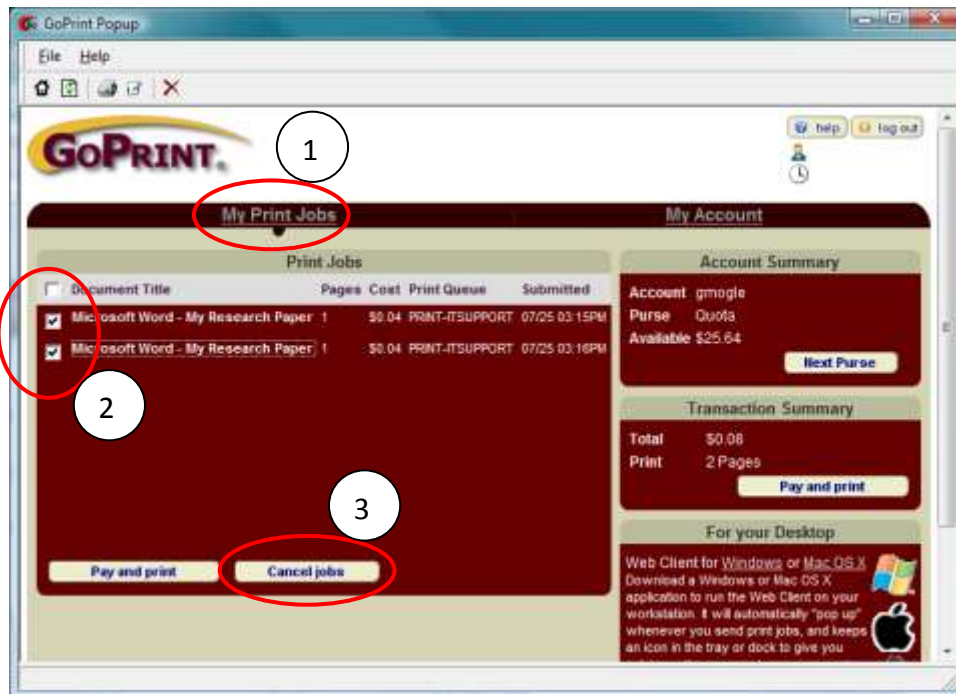
My Print Jobs

Hint: Look at the “Submitted” date/time column to determine the most current document version in the print queue.

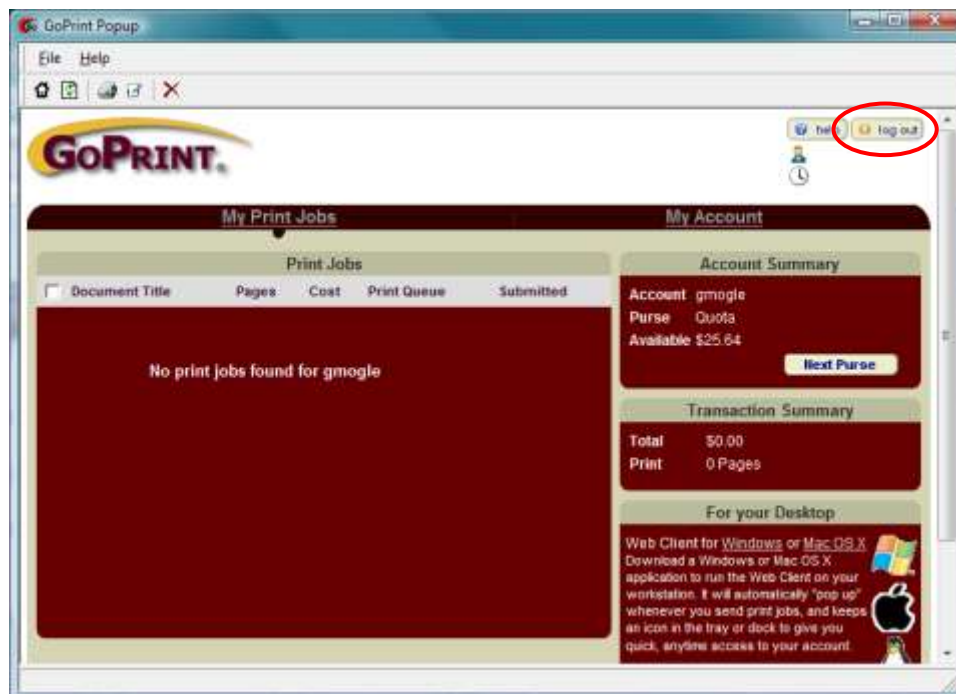
Document Title	Pages	Cost	Print Queue	Submitted
Microsoft Word - My Research Paper	1	\$0.84	PRINT-ITSUPPORT	07/25 03:15PM
Microsoft Word - My Research Paper	1	\$0.84	PRINT-ITSUPPORT	07/25 03:16PM
Microsoft Word - My Research Paper	1	\$0.84	PRINT-ITSUPPORT	07/25 03:17PM
http://owl.english.purdue.edu/owl-resource-557-01-4	4	\$0.16	PRINT-ITSUPPORT	07/25 03:18PM

To cancel the remaining unneeded print jobs,

1. Click on **My Print Jobs** in the toolbar
2. Select the checkbox(es) of the jobs to be cancelled
3. Click the **Cancel jobs** button.

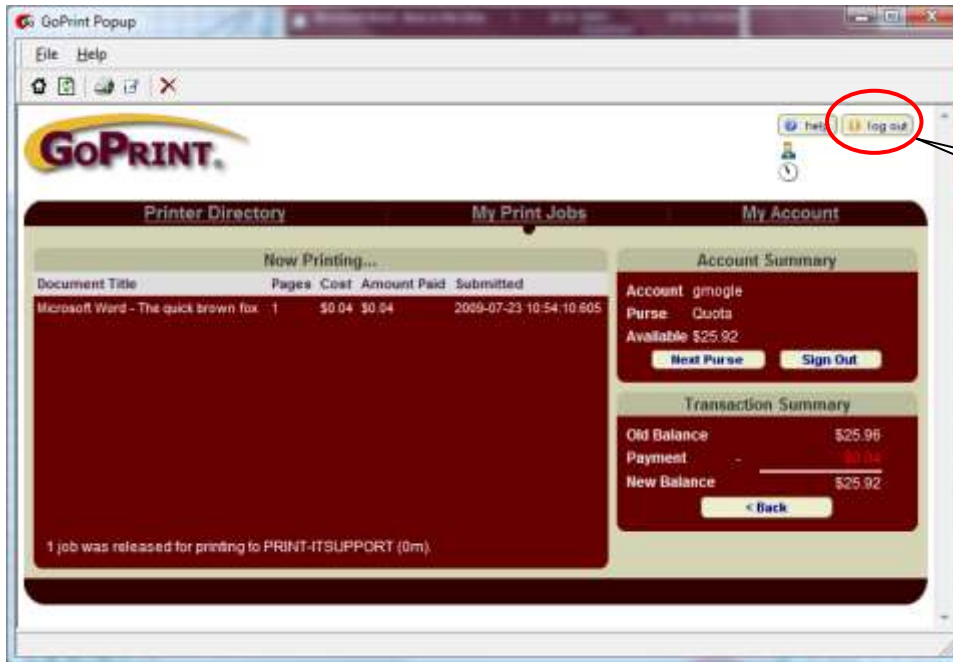


After successfully cancelling all print jobs, the following GoPrint screen is displayed:



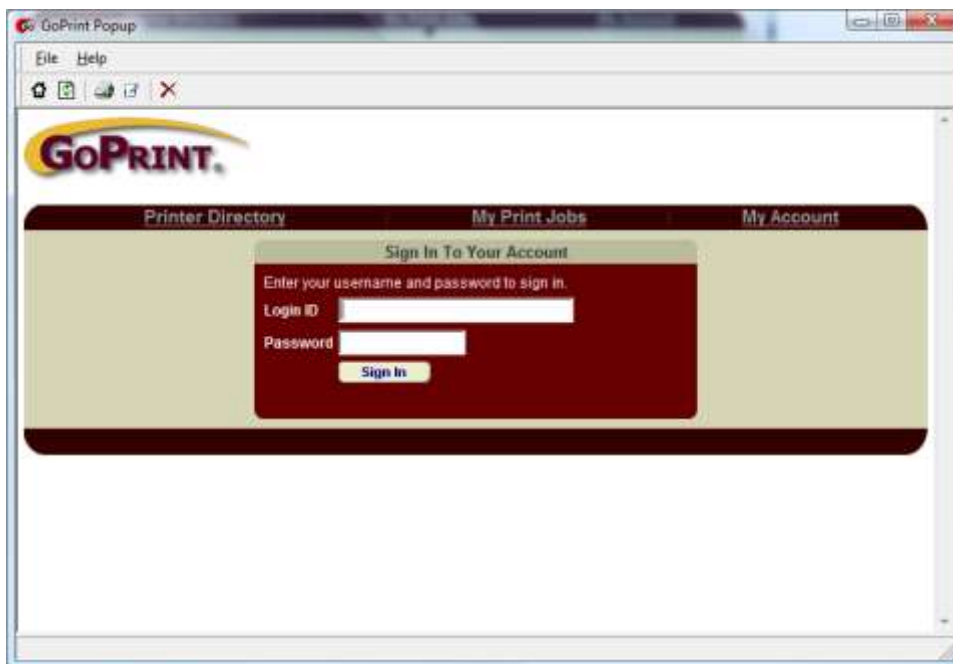
Log out of GoPrint

When finished sending print jobs to the printer through the GoPrint system, remember to **log out** of GoPrint by clicking on the **Log out** button. When successfully logged out, the following “Sign In To Your Account” screen will display.



Remember to click the “Log out” button when finished.

... and then...



You are successfully logged out of GoPrint!

Also in the toolbar...

Click on **My Print Jobs** to view pending print jobs.

Click on **My Account** to view account details.

In the **My Account** screen of GoPrint, information is available about the user, the user's GoPrint account, and information about printing "history".

With respect to the user's GoPrint account, balances are visible in each of the GoPrint "purse" accounts "Quota" and "Paid Pages". The "Quota" account is funded by the Tech Fund fee paid as part of semester enrollment. The "Quota" account begins with a value of \$26.00 at the beginning of each semester. The "Paid Pages" account contains value added by the student at the GoPrint Value Add Station.

The printing history screen shows "Print History", "discarded Job History", and "Transaction History". "Print history" is a listing of all print jobs sent to printers on campus. "Discarded Job History" is a listing of all print jobs sent to GoPrint but never printed and subsequently cancelled. "Transaction History" is a listing of all value transactions. See the example below.

The screenshot displays the GoPrint web application interface. At the top, there is a navigation bar with the GoPrint logo and a user profile icon. Below the navigation bar, the main content area is divided into two columns: "My Print Jobs" and "My Account".

The "My Account" section contains two tables:

Account	
User ID	gmogle
Name	Ogle, Gregory
Email	gmogle@iuk.edu

Balances		
Purse	Balance	Credit Available
Credit Billing	-\$1.44	\$298.56
Paid Pages	\$0.00	\$0.00
Credit Billing	-\$1.40	\$298.60
Quota	\$25.60	\$0.00

Below the account details, there are three sections for print history:

- Print Job History**
- Discarded Job History**
- Transaction History**

The Transaction History table is visible and contains the following data:



Document Title	Pages	Cost	Submitted	Printed	Printer
CSER how to - how to remove a USB Flash Drive_r1.pdf	4	\$1.00	07/22 12:18PM	07/22 12:19PM	PRINT-ITSUPPORT
https://iuseff.iu.edu/pac-SSERV-SISSELSERVICE-HRMS/~c-SA_LEARNE	3	\$0.12	07/22 03:56PM	07/22 03:56PM	PRINT-ITSUPPORT
Microsoft Word - how is the fine	1	\$0.04	07/23 09:09AM	07/23 09:11AM	PRINT-ITSUPPORT

Lock your workstation when you step away!

REMEMBER... For security, always lock your computer workstation when you step away, even if only for a few seconds.

[Hold down the “Windows” key and tap the “L” key].



Press and hold  and tap the  Key.

When returning to your workstation, unlock it by pressing Ctrl-Alt-Delete.

To unlock your computer, simultaneously press  and  then tap the  key

Then, enter your passphrase to unlock your computer.

- Do you need help using your computer while working on campus?
 1. Visit a **Helpdesk Advisor** at the Computer Services Helpdesk in the Library,
 2. Visit the **IT Support Center** in room KA-221 in the Library,
 3. **Call** (765) 455-9315 to reach the IT Support Center, or
 4. **E-mail IT Support** at kohelp@iuk.edu