

SOME FREQUENTLY ASKED QUESTIONS:

Where are the printers?

You'll find print/copy/scan machines in Mills, Innis, Thode and Health Science libraries. Please note that ALL devices are accessible.

Library Locations

	1st Floor, outside of the Map Library - 11x17 (ledger-size) and 8.5 x 11 (letter) paper available	1 printer/copier
Mills Library	1st Floor	3 printer/copiers
	2nd Floor (Learning Commons)	3 printer/copiers
	3rd Floor - 11x17 (ledger-size) and 8.5 x 11 (letter) paper available	1 printer/copier
Innis Library	** under construction **	
Thode Library	1st Floor	3 printer/copiers
	2nd Floor	1 printer/copier
	Upper Level in the Reserve & Multimedia Room	1 printer/copier
Health Sciences Library	Upper Level Learning Commons	2 printers (no copying)
	Lower Level in room HSC 1B12	1 printer/copier

Note: printing/copying on legal size (8.5" x 14") paper is not available in the library.

You can print on legal size paper at:

MSU Underground Media & Design
MUSC-B117 (Basement)

McMaster University Student Centre /

Non-Library Locations that use Printsmart Accounts

Centre for Continuing Education	Downtown Centre	1 printer/copier
Commons Building [unavailable at present]	1st floor	1 printer/copier
Mary Keyes Residence	1st floor	1 printer/copier
Student Computer Labs (UTS)	BSB, JHE & KTH	At least 1 printer/copier per lab
Ron Joyce Centre	1st Floor, behind Concierge Desk	1 printer/copier
	2nd Floor	1 printer/copier

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How to Add Value to your Account

CREDIT or DEBIT: Add value to your account [ONLINE NOW](#) using your debit or credit card.

Funds can be added in increments of \$5, \$10, \$20 and \$50 at one time. We suggest you only add what value you think you will use over the term. **Unused funds are non-refundable.** Effective August 2014 there is also now an option to transfer a Printsmart account balance to another Printsmart account.

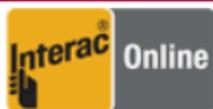
NOTE: If you have a new 16-digit VISA/DEBIT card please choose the Visa/MC payment option, NOT the Interac Online payment option.

Payment Method

Please choose a payment method.



Use for all cards with 16 digits, including Debit/Visa cards.



Use for cards with 13 digits.

Participating banks: BMO, CIBC, RBC, TD CanadaTrust and Scotia banks.

For CIBC users, please go to your bank and ask to have your card replaced with a CIBC Advantage card (at no cost) - this card is a VISA/DEBIT card which can be used to add value to your Printsmart account, using the VISA/MC payment option.

Please note many local credit unions do not participate in *Interac Online*. Other cards which may not work are: **Scotia Scene debit** cards, **President's Choice debit** cards

If you are not able to add value using one of these payment types, please see staff at any of the Library Services Desks, who can provide you with other options.



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How can I print from my PC?

You will need to download the PrintSmart client to your personal laptop or desktop to be able to send print jobs to the PrintSmart network.

- Download and install the PrintSmart client (this must be done the 1st time you are printing from each personal device)
 - Press Windows Logo + R on keyboard
 - Enter into textbox: [\\pcprime.admin.mcmaster.ca\PCClient\win\laptop](http://pcprime.admin.mcmaster.ca/PCClient/win/laptop)
 - Click "OK"
 - In the Enter Network Password window enter your domain qualified MacID username and password.
 - e.g. if your MAC ID is smith12 then you would enter "ADS.mcmaster.ca\smith12" in the Username field.
 - When the new window opens up double-click on "**client-local-install.exe**" to install the client and configuration on your laptop.

Connect to the PrintSmart print queue:

Windows 7:

- Click "Start" -> "Devices and Printers" -> "Add a printer"

- In the "Add printer" dialog box click "Add a network, wireless or Bluetooth printer"
- On the next window click "The printer that I want isn't listed" without waiting for the scanning to finish.
- Click on "Select a shared printer by name" and enter \\pcprime.admin.mcmaster.ca\PrintSmart in the text box.
- Click "Next" then "Finish"

Windows 8/8.1:

- Right Click "Start"
- Click "Control Panel" -> "View devices and Printers" -> "Add a printer"
- On the next window click "The printer that I want isn't listed" without waiting for the scan to finish.
- Click on "Select a shared printer by name" and enter: \\pcprime.admin.mcmaster.ca\PrintSmart in the text box.
- Click "Next" then "Finish"

Windows 10:

- Click "Start" -> "Settings" -> "Devices" -> "Add printer or Scanner"
- Scroll down to: "The printer that I want isn't listed"
- Click on "Share printer by name" and enter: \\pcprime.admin.mcmaster.ca\PrintSmart in the text box.

Click "Next", then "Finish"

[Bitdefender workaround](#) for Android devices

[Web printing](#) - all documents must be saved as a pdf before printing

If you are having difficulty please go to the nearest Service Desk where our staff will be happy to help you, or complete a Problem Report form.

NOTE: **To download the client from off-campus** you will first need to logon to the campus [VPN server](#) with your MacID.

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[How can I print from my Mac?](#)

Use [mobility print](#)

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Printing / Releasing Print Jobs

Printing from a public computing device

Using a library computer to send a job to the printer as you would at home. **PC's are defaulted to 2-sided, B&W.** You can change these settings by going to the print properties for the document you are trying to print.

You will be prompted for your MacID and password, then the cost of your print job will be calculated. You will have a chance to cancel at this point if you aren't happy with the proposed cost (perhaps you had asked for colour printing and didn't realize it?) and can start again, until you are happy with the cost. Once you accept the cost preview you can then go to any printer/copier to release your print job.

Releasing your print documents / Printer Log-In Procedures

1. Go to any copier/printer - press the keyboard icon
2. Login with your MAC ID username and password
3. Press **Print to Release Job**

Remember to **logout** when you are finished, by **tapping on your username and confirming you wish to Logout.**

Still having trouble or have questions?

- You can report problems to the **Help Desk** (x 20014) at Mills Library during term time, or ask for assistance at the closest Service Desk.
- Submit a [problem report](#)

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Copying / Scanning

Copying (not printing) information

1. Go to any copier/printer - press the keyboard icon
2. Login with your MacID username and password
3. Select **My Personal Account** to access the device.
4. Select **COPY**, then choose the features you want by scrolling up and down through the menu
5. When ready to copy, press **Start**

Remember to **logout** when you are finished, **tapping on your username and confirming you wish to Logout.**

[Scanning using our multi-functional device](#)

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- You can report problems to the **Help Desk** (x 20014) at Mills Library during term time, or ask for assistance at the closest Service Desk.
- Submit a [problem report](#)

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[Who to Contact](#)

Students can report problems to the **Help Desk** (905-525-9140 ext. 20014) in Mills Library, located in the Learning Commons on the 2nd floor.

Help Desk - HOURS (September to April)

- Monday to Thursday: 10am to 10pm
- Friday: 10am to 6pm
- Saturday: 10:30am to 6pm
- Sunday: noon to 10pm

PrintSmart Information sheets are located at the Learning Commons Help Desk and main service desks in each library.

Still having a problem copying or printing? Submit a [problem report](#) - we will fix it up as quickly as we can!

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[I have more questions!](#)

How do I create a PrintSmart account?

- A Printer/Copier account is automatically created for all new students. Sign in using your MacID username and your password. Your MacID must be active/enabled in order to use the system.
- Any time you experience problems accessing your PrintSmart account feel free to submit a [Problem Report](#)

How do I add funds to my account?

- You can add funds by clicking on the PrintSmart icon on any public computer, or by going to <https://pcprime.admin.mcmaster.ca:9192/user> on your own computer
- Unused credits are not refundable and the account will expire in a few months after your MacID is de-activated
- There is now an option to [transfer your PrintSmart account balance](#) to another PrintSmart account at any time. Now you can pass the funds along to a friend or sibling when you leave McMaster!

What can I do and how much does it cost?

- All Printer/Copiers offer black & white or colour, as either single or double sided copies
- Scanning to email, as an pdf attachment, is also available
 - **Single-sided, Black & White:** 6¢
 - **Duplex (double-sided), B&W:** 5.5¢ per side
 - **Single-Sided, Colour:** 25¢
 - **Duplex (double-sided), Colour:** 23¢ per side
 - **Scanning:** 4¢ per pag

What happens if I don't logout?

- If you do not logout once you are done printing, your account remains open for the next user and they could end up doing printing on your account
- When copying, you must remember to LOGOUT to prevent the next user from using your account without your permission. To do this **Press the Person icon** . It is the responsibility of each users to make sure this step is done to avoid

value being lost.

Can I copy/print in colour?

- Yes. All multi-function devices are capable of copying and printing in full colour as well as black and white.

Is 2-sided copying/printing cheaper?

- Yes. With the roll out of the PrintSmart software, it is possible to charge for different sizes as well as to charge accordingly for copying/printing on both sides. Cost for Black & White, double-sided is 5.5 cents per side. Your PrintSmart account can also show you how sustainable your personal copying activities are. Make sure you check out the new [environmental dashboard!](#)

Can I print from my personal laptop?

- Yes, using the [web printing](#) option
- When connecting wirelessly, make sure you go through MacSecure or Mac-WiFi
- You may have problems accessing the network through ResNet. You will first need to logon to the campus [VPN server](#) with your MacID.

How long do print jobs stay in the queue?

- If not printed, released jobs will remain in the queue for 48 hours

Can I scan?

- Yes, you can [scan to an email address](#) - the scanned materials will be sent as a pdf attachment to the email

How do I use the system?

If you are sending a print job from a public computer, you will be prompted to log into PrintSmart with your MacID username and password, then select the type of printing required.. You can then release the print job (or do copying or scanning) at the Printer/Copier, using [these instructions](#).

Where can I report problems if I'm having difficulty using the equipment?

- Students can report problems to the first floor Information Desk in Mills and Thode

- Information sheets located at the library Help desks and Service Desks
- If there is a quality issue with the device, please complete a [Problem Reporting form](#), although most problems can be resolved by the Help desk support team

How do I know which devices copy and which print?

- All devices will print and copy. Your print job can be released at any Printer/Copier in any library or residence.
- If the closest device is not available or busy, you can [use another device](#) to retrieve your job.

Can I print from the Reader/Printers in Mills library?

- Yes. The same Reader Printers are available on the 3rd floor of Mills library. As with all of the Printer/copiers in the libraries, the Reader Printers will also be connected to the PrintSmart payment system. Each R/P will have a computer connected to it and your image from Fiche or film will be displayed on the monitor. Using the same procedures to print in other parts of the library, you will then select the print parameters you wish and send it to the Sharp devices to be printed. Both Sharp devices on 3rd floor will include 8 1/2" x 11" (letter) size paper as well as 11" x 17"(ledger) size paper. If both Sharp devices on the 3rd floor are being used, your print jobs can be printed at any device in any library.

Can I print on paper larger than letter size?(8 1/2" x 11")

- With the exception of Maps library, located on the 1st floor of Mills and the device on the 3rd floor which allow you to print on 11"x17" paper, the only paper available in the library printing/copying devices is letter size.

It is very important that you check ALL print settings to prevent jobs being lost and value being charged for that error. The library is not responsible for errors made by the user. Always check the print/copy settings, particularly, proper paper size, B&W vs Colour, single-sided vs double-sided features.

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