MyPrint instructions; printing, scanning and copying

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# Table of Contents

1 **Introduction to myPrint** 3
   1.1 Print credit and payments 3
   1.2 Accepting the terms 3

2 **Upgrading credit (students only)** 4

3 **Printing** 5
   3.1 Linking your UM-card to your UM account 5
   3.2 Printing documents from the (student) workstations 5
   3.3 Printing documents using myPrint (web upload) 6
   3.4 Installing the printer driver on your personal laptop or home PC 7
   3.4.1 Installing the myPrint driver 7
   3.5 Printing documents from your personal laptop or home PC 8
   3.6 Printing documents from your smartphone or tablet 8
   3.6.1 iOS app: first time sign in 8
   3.6.2 iOS app: printing 9
   3.6.3 Android app: first time sign in 9
   3.6.4 Android app: printing 10
   3.7 Printing via email 10

4 **Copying** 11

5 **Scanning** 12

6 **Account management** 13
   6.1 Adding new email addresses to myPrint 13
   6.2 Managing print jobs 13
   6.3 View credit balance 13

7 **Failures** 14
   7.1 How do I report a printer failure, problems with print credits or payments? 14
Chapter 1

Introduction to myPrint

The print facility (Ricoh myPrint) allows you to print from the student workstation, your own laptop or (home) PC and smartphone or tablet. Have any questions after reading these instructions? Then please contact the ICTS Service Desk (tel. 043-3885555).

Please note:
you can create an account at https://myprint.maastrichtuniversity.nl. But you don’t have to! We have facilitated the procedure and already created an account for you. You can log in directly using your UM username and password.

1.1 Print credit and payments
Through the myPrint portal (https://myprint.maastrichtuniversity.nl), students may purchase print credit. Notes on print credit, paid printing, copying and scanning are intended solely for students and not for staff.

1.2 Accepting the terms
To use myPrint, you should first sign in at https://myprint.maastrichtuniversity.nl, using your UM username and password. The first time you sign in, you will be asked to accept the terms. Please tick the checkbox and then click ‘Agree’.

Please note: if you do not agree to the terms, you will not be able to purchase any credit, nor print anything using your mobile phone, tablet or your own PC/laptop.
Upgrading credit
(students only)

You need print credit to be able to print, copy and scan.
Here is how you can upgrade your credit.

There are two alternatives to upgrade your print credit. The first is to buy a voucher (€5) at one of the Quick Service Points (QSP). The second is to top up your print credit via the payment terminal.

What do you need?
1. A browser and an active Internet connection.
2. Your UM username and password.
3. Internet banking (iDeal, Maestro, Visa, Mastercard, Paypal, MultiSafepay, Banktransfer).

Procedure
1. Open the https://myprint.maastrichtuniversity.nl web page.
2. Enter your UM username and password.
3. Click ‘Log in’.
4. At the homepage, select ‘Purchase credit’.
5. Click the desired amount.
6. myPrint will start the payment module. Now, follow the steps as indicated.
7. When the transaction is completed, you will see your new credit balance at the top right of the screen.

Please note
- If you have insufficient credit for the print job, myPrint will process the job. However, you will not be able to actually print the print job.
# Printing

myPrint allows you to print in various ways, using the ‘Follow You’ principle. You can send a print job and retrieve your documents at any of the locations with a printer. If the printer is being used, just go to the next printer and collect your prints there. Printing is available from the student workstation, your own devices and even from home or on the go. Your prints will remain available for 24 hours. You can, for example, create a print job at home, in the evening, and collect it the next day.

## 3.1 Linking your UM-card to your UM account

You can link your UM-card to your UM account. Using your UM-card to log on to the printer is easy and safe, and it only needs to be done once.

**What do you need?**

1. Your UM-card.
2. Your UM username and password.

**Procedure**

1. Place your UM-card against the reader. The display will show the message ‘Card not recognised’.
2. Enter your UM username and password on the touch screen and click OK.
3. Your card has now been registered.

## 3.2 Printing documents from the (student) workstations

From the (student) workstations, you can send print jobs to the central server. You can then collect your prints at one of the printers at any UM location.

**What do you need?**

1. Your UM-card or your UM username and password.
2. Print credit (students only).

**Procedure**

1. Execute the print job in the program you’re working with (The correct driver will be selected by default, so you don’t need to change anything.).
2. Go to one of the locations with a printer.
3. Log in to the printer by placing your UM-card against the reader or by entering your username and password on the touch screen.
4. From the main menu, select ‘Follow You’.
5. You will now see a list of your print jobs.
6. Select the print job(s) you want to print.
7. Select ‘Print’ or press the green button.
8. Your print job will now be processed and deducted from your credit balance (students only).

**Please note**

- You can also cancel print jobs if you have, for example, sent a wrong document. This prevents unnecessary printing. Your credit balance will not be charged for cancelled print jobs.
3.3 Printing documents using myPrint (web upload)

You can print documents via the website https://myprint.maastrichtuniversity.nl. This is possible from any computer with an Internet connection. It allows you to send a print job from home or on the go, and then collect it from one of the printers at any UM location.

What do you need?
1. A browser and an active Internet connection.
2. Your UM-card or your UM username and password.
3. Print credit (students only).

Procedure
2. Log in using your UM username and password.
3. Use the ‘Browse’ button to select a file and click ‘Print’.
4. A successful upload will result in a message ‘Your document is ready to be printed’.
5. Go to one of the printers at any UM location.
6. Log in on the printer using your UM-card or your UM username and password.
7. From the main menu, select ‘Follow You’.
8. You will now see a list of your print jobs.
9. Select the print job(s) you want to print.
10. Select ‘Print’ or press the green button.
11. Your print job will now be processed and deducted from your credit balance (students only).

Please note
- myPrint supports most file types. When you want to print a file that is not supported, the message ‘The file you sent has a wrong extension and can not be printed’ will appear.
- The maximum file size is 10MB. Larger files will not be processed. If you have a larger file, you can send it via the student workstation or your own laptop.
3.4 Installing the printer driver on your personal laptop or home PC

You can use myPrint to print documents from your own laptop or home PC. You’ll need to download a driver for this only once and install it on your system. Please note that this step is only necessary for your personal laptop or home PC, not for the (student) workstation; also, it will only work on Windows using Internet Explorer.

3.4.1 Installing the myPrint driver

What do you need?
1. Your personal laptop or home PC with Windows installed.
2. A web browser (Internet Explorer only) and an active Internet connection.
3. Your UM username and password.

Procedure
2. Log in using your UM username and password.
3. Click the ‘Install printer’ button.
4. Install the downloaded file.
5. Open the Control Panel on your computer and select ‘Devices and printers’.
6. Right-click the installed printer ‘myPrint on [http://........]myPrint’ and select: ‘Printing preferences’.
7. Click ‘Details …’ (see figure 1).
8. Enter your personal myPrint ID, which you will find on the white notepaper after logging in at the website’s ‘Home’ page. (Please note: the code is case sensitive!)
9. Click ‘OK’ twice. The MyPrint ID is now activated and the MyPrint printer is ready for use.

Please note
• The printer installation will only work in combination with the Internet Explorer browser (all versions).
• If you are having trouble installing it, please add https://myprint.maastrichtuniversity.nl as a ‘Trusted Site’. You do this in Internet options -> Security -> click Trusted Sites -> click sites -> add this website to the zone -> enter the address.
• In Internet Explorer, the security level must not exceed ‘Normal-High’. (Internet options> Security> Security level for this zone> Normal-High).
• If you are installing the printer on a Windows 8 system, Internet Explorer should be in ‘Desktop mode’. Installation is not possible from the Windows start screen. Internet Explorer can be switched to ‘Desktop mode’ by starting Internet Explorer from the Start menu and then doing a right mouse-click on the key symbol at the bottom of the screen to select ‘Show in desktop’.
• Installing a printer on a Windows XP system may require you to install a plug-in for Internet Explorer first (OLEprn.dll). A yellow bar will appear at the top of your browser. Click it with your right mouse button and allow it to be installed. Otherwise, the printer installation will not be completed.
• You can install this printer on all your computers, so you can print from all of them.
• An additional authorisation step on the printer prevents others from releasing and printing print jobs. However, should someone abuse your account, you can request a new myPrint ID through the myPrint website.
• If you still don’t see any print jobs in the printer, please make sure you have entered the personal myPrint ID in the driver.

### 3.5 Printing documents from your personal laptop or home PC

**What do you need?**
1. Your personal laptop or home PC with the myPrint driver installed.
2. An active Internet connection.
3. Your UM-card or your UM username and password.
4. Print credit (students only).

**Procedure**
1. Execute the print command from the program you are working in.
2. Select the myPrint driver.
3. Go to one of the printers at any UM location.
4. Log in using your UM-card or your UM username and password.
5. From the main menu, select ‘Follow You’.
6. You will now see a list of your print jobs.
7. Select the print job(s) you want to print.
8. Select ‘Print’ or press the green button.
9. Your print job will now be processed and deducted from your credit balance (students only).

**Please note**
• Your print jobs are kept for 24 hours. You can, for example, send a print job from home, in the evening, and collect it the next day. This enables you to take less paper with you.

### 3.6 Printing documents from your smartphone or tablet

You may also print documents from your smartphone or tablet. This can be done using a special app.

#### 3.6.1 iOS app: first time sign in

A special myPrint iOS app for iPad, iPod or iPhone is available from the Apple App Store.

**What do you need?**
1. An iOS device (iPhone, iPad, iPod).
2. An active Internet connection.
3. Your UM username and password.

**Procedure**
1. Download the Ricoh myPrint App from the Apple App Store.
2. Open the app.
3. Enter the following address at ‘Select server’: https://myprint.maastrichtuniversity.nl (Note the s after http).
4. Click ‘Continue’
5. Enter your UM username and password.
6. Click ‘Log in’.
7. The app is now ready for use.
3.6.2 iOS app: printing
You can print photos directly from the myPrint app. But also documents from other apps, such as Pages or Numbers. You need to be logged in to the myPrint app for this.

What do you need?
1. An iOS device with the myPrint app installed.
2. Your UM-card or your UM username and password.
3. Print credit (students only).

Procedure
1. Open the app from the program you want to print from (e.g. Pages).
2. Open the document that you want to print.
3. Activate the ‘Open In’ feature and choose ‘myPrint’. Within the myPrint app, choose ‘Print’; myPrint will now send the print job to the printer and you can collect it. (You need to log in if you’re not logged in to the myPrint application.)
4. Go to one of the printers at any UM location.
5. Sign in by placing your UM-card against the reader or by entering your username and password.
6. From the main menu, select ‘Follow You’.
7. You will now see a list of your print jobs.
8. Select the print job(s) you want to print.
9. Select ‘Print’ or press the green button.
10. Your print job will now be processed and deducted from your credit balance (students only).

Please note
• The ‘Open In’ feature may vary depending on the app. Apple Pages, Numbers and Keynote, for example, require you to choose Share and print> Open with another app.

3.6.3 Android app: first time sign in
A special myPrint Android app is available from the Google Play store. This app allows you to send print jobs directly to myPrint, but also from other apps.

What do you need?
1. An Android device (smartphone or tablet).
2. An active Internet connection.
3. Your UM username and password.

Procedure
1. Download the Ricoh myPrint App from the Google Play Store.
2. Open the app.
3. Enter the following address at ‘Select server’: https://myprint.maastrichtuniversity.nl (Note the s after http).
4. Click ‘Continue’.
5. Enter your UM username and password.
6. Click ‘Log in’.
7. The app is now ready for use.
### 3.6.4 Android app: printing

You can print photos directly from the myPrint app. But also documents from other apps. You need to be logged in to the myPrint app for this.

**What do you need?**
1. An Android device with the myPrint app installed.
2. Your UM-card or your UM username and password.
3. Print credit.

**Procedure**
1. Open a document in an Android app, such as Acrobat Reader or Open Office.
2. Select the ‘Share’ feature and choose ‘myPrint’.
3. Within the myPrint app, choose ‘Print’; myPrint will now send the print job to the printer.
4. Go to one of the printers at any UM location.
5. Sign in by placing your UM-card against the reader or by entering your username and password on the printer’s touch screen.
6. From the main menu, select ‘Follow You’.
7. You will now see a list of your print jobs.
8. Select the print job(s) you want to print.
9. Select ‘Print’ or press the green button.
10. Your print job will now be processed and deducted from your credit balance (students only).

**Please note**
- The “Share” or “Send” features may vary depending on the App. Moreover, different Android devices will also behave differently.

### 3.7 Printing via email

You can also print documents via email and then collect them at any of the printers.

**What do you need?**
1. A device with email function.
2. Print credit (students only).

**Procedure**
1. Send the document (Office & PDF) as an attachment to myprint@maastrichtuniversity.nl. Go to one of the printers at any UM location.
2. Sign in by placing your UM-card against the reader or by entering your username and password on the printer’s touch screen.
3. From the main menu, select ‘Follow You’.
4. You will now see a list of your print jobs.
5. Select the print job(s) you want to print.
6. Select ‘Print’ or press the green button.
7. Your print job will now be processed and deducted from your credit balance (students only).

**Please note**
- Each email generates two prints; the email itself and the attached document. The print of the email can optionally be cancelled on the printer.
- Mail will be linked to your account based on your UM username. Using the myPrint website, you can link other mail accounts to your myprint ID; this allows mail from those accounts to be recognised too.
Copying

The printers can also be used for copying. Students use their print credit for copying.

What do you need?
1. Your UM-card or your UM username and password.
2. Print credit (students only).

Procedure
1. Log in to the printer by placing your UM-card against the reader or by entering your UM username and password on the touch screen.
2. If necessary, switch to the main menu.
3. Press the ‘Copy’ button (please note: This button will not work if you have insufficient credit). This is what the button looks like: 1
4. Specify the appropriate settings (duplex / colour or monochrome, etc.).
5. Place your documents to be copied into the ‘feeder’ on top of the printer (position single-sided pages with the text facing up).
6. Press the green button.
7. You print credit will now be charged (for students).
Chapter 5

Scanning

You can scan documents on the printer and have the scans sent to your UM email address. This feature is called ‘Scan to me’.

What do you need?
1. Your UM-card or your UM username and password.
2. Print credit (students only).

Procedure
1. Log in on the printer using your UM-card or your UM username and password.
2. If necessary, switch to the main menu.
3. Select ‘Scan to me’ in the main menu.
4. Specify the appropriate settings (duplex / colour or monochrome, etc.).
5. Place your documents to be scanned into the ‘feeder’ on top of the printer (position single-sided pages with the text facing up).
6. Press the green button.
7. Your print credit will now be charged (for students).
8. You will receive an email message with the scanned document on your UM email account.

Please note
- When the scanner glass is used instead of the feeder, the scan can be ended by pressing the ‘#’ key on the numeric keypad.
Chapter 6  

Account management

6.1 Adding new email addresses to myPrint

You probably have multiple email addresses. You can link these email addresses to myPrint’s main account; this allows you to use them for printing via email.

What do you need?
1. A web browser and an active Internet connection.
2. Your UM username and password.
3. An email program or webmail.

Procedure
2. Go to ‘My Profile’.
3. Click ‘Manage email addresses’.
4. Enter the email addresses you want to add.
5. Click the ‘Save’ button.
6. myPrint will send an email containing a confirmation link to each added address.
7. Click the confirmation link.
8. You can now use this email address to send print jobs to myprint@maastrichtuniversity.nl.

Please note
• Pending activation (‘Waiting for confirmation’), the email address can not yet be used to print from.
• You can delete an email address by clicking the trashcan icon next to the relevant email address.

6.2 Managing print jobs

myPrint does not have a record of the number of documents in the queue. The place to view print jobs, printing or cancelling them, is at the printer itself. As long as a job is not printed, the credit balance will not be charged.

6.3 View credit balance

The print credit balance is available by logging in at https://myprint.maastrichtuniversity.nl.
7.1  How do I report a printer failure, problems with print credits or payments?
You do this by informing an ICTS Service Desk employee (tel. 043-3885555). The data you need to report a failure can be found on the printer. It has a Ricoh sticker with the MFP-number that you will need to pass on to the Service Desk employee.