

Campus Printing Q&A

Q: How do I print from a website, a Word document, a PowerPoint or a PDF?

A: Press Ctrl + P, a printing option page should appear. Customize options to your need then click Print. A print job billing screen should appear prompting for your username and password. Enter your username and password accordingly, and you should be able to print.

Q: How do I print back to back, flip side on short/long end, multiple slides per page?

A: After pressing Ctrl + P, a printing option page appears for Duplex (two sided). You should be able to select from drop-down boxes those options.

Q: I am trying to print a file from Moodle and it is not working, what do I do?

A: First, make sure the file is saved locally on the computer you are working on. You might have to right click and select save file as in order to save it locally. Then open the file in the associated application

Q: I do not see my printing balance. How much money do I have left?

A: Your balance is shown in Pcounter balance in My Profile which is located in ecampus.adelphi.edu under the Services tab. Alternatively, you can go up to the IT Help Desk to be directed to the printing deposit station in order to change your balance.

Q: I am a new student; I have never printed before. When I print, it says that I do not have a balance.

A: Come to IT Help Desk, and our workers will assist you.

Q: How much money do I have for printing? Does it roll over to the next semester?

A: Full time students begin with \$20; alumni have \$2.50; ELS students have \$12.50 in their printing account at the start of the semester.

Q: I am a guest at the library. Can I print?

A: Yes, you will be able to print by adding money into the guest account at the printing deposit station.

Q: How do I add money into my printing balance?

A: Money can be added at the printing deposit station which is located to the right side of the IT Help Desk. Further instruction will be provided at the printing deposit station.

Q: What printer can I print from?

A: Each computer is connected to every printer in the library. You should be able to print from any desired printer although usually the closest printer will be set as default.

Q: Where is printer # located?

A: There is a tag on each printer indicating which number it is. If you are unable to locate certain printer, please ask for help at the IT Help Desk.

Q: Do you have color printers?

A: Yes, there are two color printers in the library. Color Printer 1 is located in front of the IT Help Desk, and Color Printer 2 is located at the very back corner of the library.

Q: Can color printer print back to back?

A: Unfortunately, our color printers do not support printing duplex or two-sided.

Q: I enter my information into the print job billing screen and select print, but nothing is printed.

A: Make sure you are looking for your papers at the printer you select to print from. If your papers are not printed, please seek assistance from the IT Help Desk.

Q: How do you print from a Mac computer in the Information Commons?

A: Locate and open the Print Job Billing icon to the left side of the desktop. A web browser should pop up and prompt for your username and password. After you enter your information, proceed with printing your document. Press Command + P on the keyboard, a printing option page should appear. Customize options to your need then click Print.

Q: If I bring my own laptop, can I print from it?

A: No. The printers are just for computers in lab. To print files created on your personal laptop either save the files to a removable media device like a USB stick or save to a cloud location like Google Drive.

Q: A printer in the Infocommons or lab flashes red light and says it is out of paper/ink. What do I do?

A: Please inform an IT worker at the Help Desk so we can replace the paper/ink. If the printer is in a commuter lounge please contact CSI.

Q: When I press print, the printing billing box does not appear. What do I do?

A: Give the computer a moment to process the job and billing. If after 5 minutes it still does not appear please see someone at the IT Help Desk.

Q: I have trouble printing PowerPoint. Is there a problem with it?

A: First, make sure the file is saved locally on the computer you are working on. Large PowerPoint files, especially in color take extra processing time, please be patient. If you are still experiencing delays please see an IT Help Desk representative.

For the Printing Policy, please see this page on the IT Intranet on eCampus:

<https://portal.adelphi.edu/group/office-of-it/printing-policy>

If you have any questions, please contact.



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Information Technology Help Desk

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