

Print Account Management Interface

The following page is intended to familiarize students with the print account interface. Instructions include reviewing printing transactions, currently available balances, and adding funds.

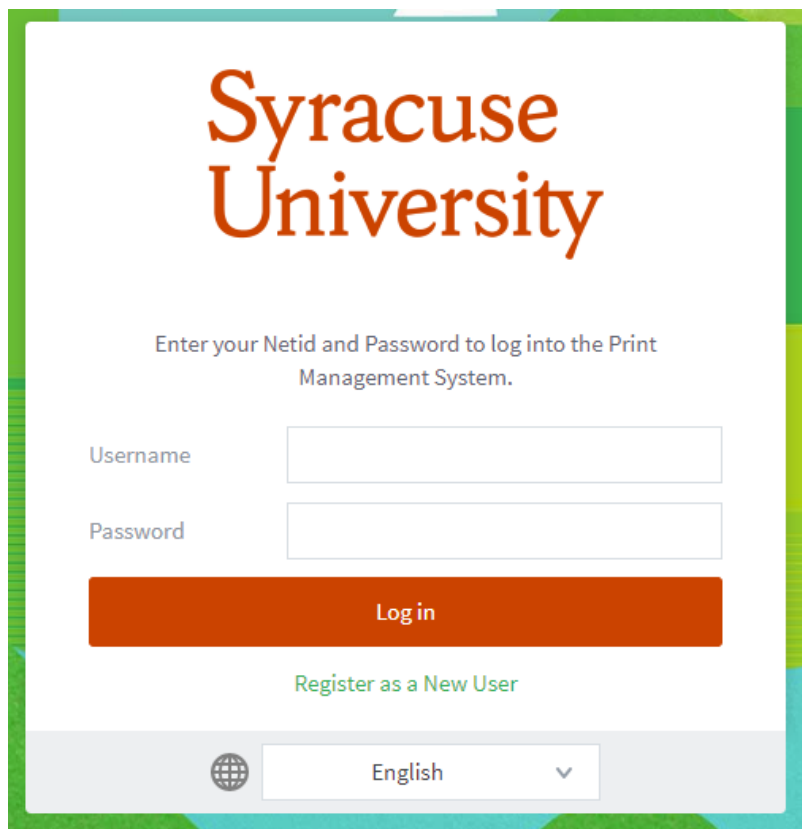
Alumni or Guest?

If you are an alumni or guest of the university, please follow the instructions found on our [Alumni and Guests Printing page](#).

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Print Account Management Interface

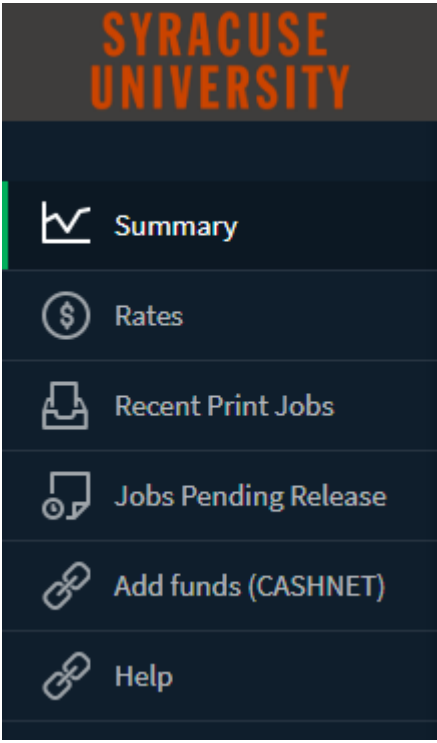
Students can manage their print account by logging into printing.syr.edu using their [NetID and NetID password](#).



The screenshot shows the login page for the Syracuse University Print Management System. At the top, the Syracuse University logo is displayed in orange. Below the logo, the text reads "Enter your Netid and Password to log into the Print Management System." There are two input fields: "Username" and "Password". Below these fields is a large orange "Log in" button. Underneath the button is a link that says "Register as a New User". At the bottom of the page, there is a language selection dropdown menu currently set to "English".

Review the Account Summary

Students can view a summary of their account by clicking on the Summary tab.



The Summary tab will reveal:

- The total print jobs and pages printed.
- An environmental impact breakdown based on account activity.

Summary

A screenshot of the Summary dashboard. At the top, there are two white boxes: "PRINT JOBS" with a printer icon and the number "6", and "PAGES" with a document icon and the number "134". Below these is a section titled "Environmental Impact" containing a white box with three items: "0.8% of a tree" (leaf icon), "876 g of CO2" (curly arrows icon), and "54.9 hours running a 60W light bulb" (lightning bolt icon). At the bottom of this box is the text "Since May 10, 2016". The entire dashboard is set against a light gray background.

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View a Printer's Rates

Students can view the rates of printing at any printer available to them. Simply click on the Rates tabs.

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 Summary

 Rates

 Recent Print Jobs

 Jobs Pending Release

 Add funds (CASHNET)

 Help

Once there, a full list of printers will be shown.

Printing Rates

Quick Find:



PRINTER ↑	PAGE COST
aaf-prq-01\AAF-AP-Main Office	\$0.00
aaf-prq-01\AAF-AP-RET-Copy Room	\$0.00
aaf-prq-01\AAF-AP-RET-Main Office	\$0.00
aaf-prq-01\AAF-AP-RET-Tabloid	\$0.00
aaf-prq-01\AAF-AP-Tabloid	\$0.00
aaf-prq-01\AAF-CASE-Directors Office	\$0.00
aaf-prq-01\AAF-CASE-Main Office	\$0.00
aaf-prq-01\AAF-CDLW-Exhibition Prep Space	\$0.00
aaf-prq-01\AAF-CDLW-Open Lab	\$0.00
aaf-prq-01\AAF-CE-Backup	\$0.00
aaf-prq-01\AAF-CE-Main Office	\$0.00
aaf-prq-01\AAF-CLASS-Auxiliary B&W	\$0.00
aaf-prq-01\AAF-CLASS-HP Color LaserJet Pro M477	\$0.00
aaf-prq-01\AAF-EECCC-Color	\$0.00
aaf-prq-01\AAF-EECCC-Main Office	\$0.00

To check for a particular printer, enter the name in the Quick Find box and click the green right arrow.

Hover the mouse icon over the printer name to reveal the printer's location.

its-prq-test\ITS-MH250-HPCLJ5550-Color

its-prq-test\ITS

its-prq-test\ITS-MH250-HPCLJ5550-Color

- Location/Department: Machinery Hall 250

Hover the mouse icon over the "details" area in the Details column to reveal a breakdown of cost options.

[details](#)

its-prq-test\ITS-MH250-HPCLJ5550-Color

Size	Color	Grayscale	Color duplex	Grayscale duplex
LETTER (ANSI_A)	\$0.50	\$0.04	\$0.25	\$0.02
LEGAL (LEGAL-14)	\$0.50	\$0.04	\$0.25	\$0.02
11X17 (Ledger)	\$1.00	\$0.20	\$0.50	\$0.10
Default (other sizes)	\$0.50	\$0.04	\$0.25	\$0.04

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View Recent Print Jobs

The recent print jobs will allow you to view your entire printing history.



Default Date Range is Two Weeks

The default filter provides entries for the last two weeks. Use the filter options above the results to expand your view. If a filter is "on", clicking "clear" will remove a date restriction. Selecting parameters and clicking "Apply Filter" will narrow the results.

Filter off

Clear FILTERS Apply Filter

Between dates: to

Server:

Printer:

Printer/Device Group:

Allocated Account Type:

Document Name:


Pages between: and

Note that it includes both successfully printed and cancelled print jobs.

STATUS

 Printed

 Printed

 Cancelled

 Not Charged

 Cancelled

 Not Charged

Additional Questions or Concerns?

If you feel something is not accurate on your print job history, feel free to contact the [ITS Service Center](#). A full-time staff member will review your account with you to help resolve your concerns or answer any questions you may have.

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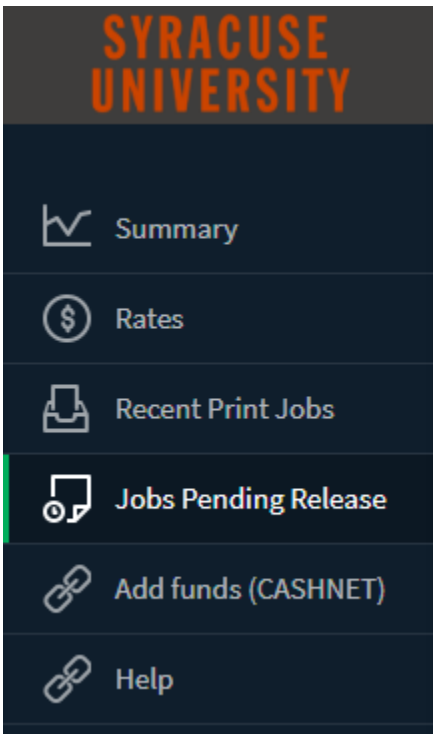
Review Jobs Pending Release

The Jobs Pending Release tab will be the default view upon logging into the print account interface. Here, students can:

- Review the jobs that have been queued to print in the last 12 hours
- Release (print) or cancel pending jobs

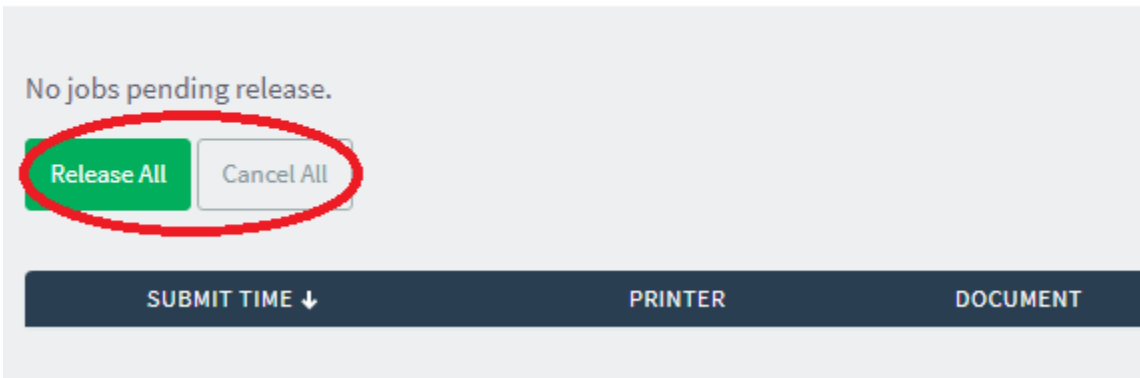
Pending Print Jobs Removed After 12 Hours

Jobs that are queued will remain in the jobs pending release queue for 12 hours. After that time, the print job will be deleted and a new job would need to be queued. The print management interface **will not** retain the deleted print job's document.



Students can also release all (print all) or cancel all pending jobs.

Jobs Pending Release



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Add Funds to Your Account

Students can increase their balance with cash or a credit card.



No Refunds

There are no refunds available when money has been added to a print account. Note that the added amount will not be lost after each semester, but will be lost once the student graduates or leaves the university.

Add Funds by Credit

To pay by credit card, follow the steps below:


Log into suprinting.syr.edu and click on the Add funds (CASHNET) tab.

 Summary

 Rates

 Recent Print Jobs

 Jobs Pending Release

 Change Details

 Add funds (CASHNET)

 Help

Add funds using CASHNet


Username

guest-jsmith999 (James Smith)

Current balance

\$0.00

Amount to add

--- Select the amount --- 

Add value

Select the amount to be added and click "**Add Value**" to proceed.


 Enable Popups


Popups may need to be enabled in order to make the credit card payment. Follow our [enabling popups answers pages](#) for guidance.

 Summary

 Rates

 Recent Print Jobs

 Jobs Pending Release

 Change Details

 Add funds (CASHNET)

 Help

Add funds using CASHNet

Username

guest-jsmith999 (James Smith)

Current balance

\$0.00

Amount to add

--- Select the amount ---

--- Select the amount ---

\$2.00

\$5.00

\$10.00

\$20.00

\$50.00

Add value

In the new window, select the credit card payment method to reveal input windows.

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PAYMENT METHOD REVIEW AND CONFIRM

Step 1 of 2: PAYMENT METHOD

All fields required unless marked (optional)

Credit Card



PREVIOUS

NEXT

Specify the credit card information and click "Next".

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PAYMENT METHOD REVIEW AND CONFIRM

Step 1 of 2: PAYMENT METHOD

All fields required unless marked (optional)

Credit Card

Credit Card Number



Credit Card Expiration

Cardholder Name

Billing Address

City

State / Province

Zip / Postal Code

Country

PREVIOUS

NEXT

Review the transaction before finalizing. If the transaction was successful, your "syr.edu" email address will receive payment confirmation. The funds will be made available momentarily.

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Getting Help

For support of the information above, contact the [ITS Help Desk](#) by calling at 315-443-2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

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