

# Managing Your Student Print Account

This page assist students in managing their printing account and quota at Syracuse University. Additional printing options and information are available on the [Printing at Syracuse University home page](#).

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## Table of Contents

- [Student Print Accounts](#)
  - [Print Account Management](#)
  - [Adding Money to your Printing Account](#)
  - [Credits - Poor Quality Output](#)
  - [Refunds](#)
  - [Managing your Printing Account](#)
- [ITS Public Lab Printing](#)
  - [List of ITS-Managed Printers](#)
  - [Wireless Printing](#)
- [Getting Help](#)

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## Student Print Accounts

### Print Account Management

Log into your print account:

[Log into Printing](#)

#### Student Quotas

Students are provided a \$40 credit at the beginning of each academic year in August (this \$40 credit covers the next 12 months) for printing services in the [ITS public computer labs](#).

Full instructions on managing the print account, including adding funds, can be found on the [Print Account Management Interface](#) page.

## Adding Money to your Printing Account

- When the initial \$40 credit has been exhausted, students can use a credit card to add money to their printing account through the University's online [Print Quota Management System](#).
- The added funds will go into "Purchased Funds".
- Students will be notified via e-mail when their printing account balance drops below \$5 and \$1.

A print job that exceeds the balance remaining in a student's account will not print. For example, if there is \$1 remaining in the account and a student submits a job for 30 single-sided pages (which would require a balance of \$1.20) the job will not print.

## Credits - Poor Quality Output

If an ITS-supported Public Computer Lab printer creates poor-quality printouts, students can bring the poor-quality printout to the [ITS Service Center](#) and receive a credit on their printing account.

## Refunds

ITS currently does not offer refunds for printing in consideration of the following information:

- Except as noted above, no refunds are provided from the University's Print Quota Management System.
- Students who do not use all of their initial \$40 credit will not receive a refund for any balance left on the account at the end of the year.
- Students who add money to their accounts for additional pages will not receive a refund for any balances left on the account at the end of the year, however, purchased funds are not impacted by quota resets.
- All student included printing quotas are reset to the \$40 credit limit between the end of the second Summer Session and the beginning of the new academic year. This is your included quota and does not impact your additionally purchased funds.

## Managing your Printing Account

Students can manage their printing accounts using the University's [Print Quota Management System](#). The system enables students to do the following:

- View the amount of money credited to them in their accounts
- View their printing history
- Add money to their account using a credit card

[Top](#)


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## ITS Public Lab Printing

- Black-ink copies at 4 cents per sheet of paper (letter size; 8.5" x 11").
- Duplex or two-sided printing is the default printer setting for black-ink printers in all labs.

### Printing in the SU Libraries

Printers in the SU Libraries are supported by the library staff and have their own pricing structure. Visit this web page for more information on the location of library printers and their printing costs: [library printers](#)

 Before printing to your selected printer, check the printer preferences to make sure you are using the settings you want. Those settings will remain in effect unless you change them yourself, select another printer, or log off your session.

### Black-Ink Printing

#### Two-sided (duplex printing)

- Cost is 4 cents per piece of paper (2 cents per side), whether printed or unprinted. **Ex:** 20 pages, two-sided printing (so 10 pieces of paper), costs 40 cents.
- **Go Green!** Double-sided documents essentially use half the paper and cost half as much as single-sided documents.
- Instructions for two-sided printing:
  1. Choose PRINT in the File Menu.
  2. Select PROPERTIES from the PRINT Menu.
  3. Locate the TWO-SIDED (duplex) PRINTING option and select.

#### One-sided (simplex printing)

- Cost is 4 cents per printed page. **Ex:** 20 pages, single-side printing (so 20 pieces of paper), costs 80 cents.
- Instructions for one-sided printing:
  1. Choose PRINT in the File Menu.
  2. Select PROPERTIES from the PRINT Menu.
  3. Locate the ONE-SIDED (simplex) PRINTING option and select.

## List of ITS-Managed Printers

To see the locations of printers managed by ITS where you can use your print quota: [ITS-managed printers](#)

## Wireless Printing

Full details for wireless printing can be found on our [Wireless Printing on Campus home page](#).

[Top](#)

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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](mailto:help@syr.edu), or by stopping into 1-227 CST.

[Top](#)