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](#).

- **Print Account Management Interface**
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  - View a Printer’s Rates
  - View Recent Print Jobs
  - Review Jobs Pending Release
  - Add Funds to Your Account
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Print Account Management Interface

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

![Syracuse University login interface](image)

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

<table>
<thead>
<tr>
<th>PRINT JOBS</th>
<th>PAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>134</td>
</tr>
</tbody>
</table>

Environmental Impact

- 0.8% of a tree
- 876 g of CO2
- 54.9 hours running a 60W light bulb

Since May 10, 2016

View a Printer's Rates

Students can view the rates of printing at any printer available to them. Simply click on the Rates tabs.
Once there, a full list of printers will be shown.
## Printing Rates

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.

<table>
<thead>
<tr>
<th>PRINTER</th>
<th>PAGE COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>aaf-prq-01\AAF-AP-Main Office</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-AP-RET-Copy Room</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-AP-RET-Main Office</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-AP-RET-Tabloid</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-AP-Tabloid</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CASE-Directors Office</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CASE-Main Office</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CDLW-Exhibition Prep Space</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CDLW-Open Lab</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CE-Backup</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CE-Main Office</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CLASS-Auxiliary B&amp;W</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-CLASS-HP Color LaserJet Pro M477</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-EECCC-Color</td>
<td>$0.00</td>
</tr>
<tr>
<td>aaf-prq-01\AAF-EECCC-Main Office</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

- **Location/Department**: Machinery Hall 250
Hover the mouse icon over the "details" area in the Details column to reveal a breakdown of cost options.

<table>
<thead>
<tr>
<th>Size</th>
<th>Color</th>
<th>Grayscale</th>
<th>Color duplex</th>
<th>Grayscale duplex</th>
</tr>
</thead>
<tbody>
<tr>
<td>LETTER (ANSI_A)</td>
<td>$0.50</td>
<td>$0.04</td>
<td>$0.25</td>
<td>$0.02</td>
</tr>
<tr>
<td>LEGAL (LEGAL-14)</td>
<td>$0.50</td>
<td>$0.04</td>
<td>$0.25</td>
<td>$0.02</td>
</tr>
<tr>
<td>11x17 (Ledger)</td>
<td>$1.00</td>
<td>$0.20</td>
<td>$0.50</td>
<td>$0.10</td>
</tr>
<tr>
<td>Default (other sizes)</td>
<td>$0.50</td>
<td>$0.04</td>
<td>$0.25</td>
<td>$0.04</td>
</tr>
</tbody>
</table>

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.

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

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

Jobs Pending Release

No jobs pending release.

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

Specify the credit card information and click "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.

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.