Frequently Asked Questions

PAY FOR PRINT

The Faculty transitioned the software and processes used to facilitate payment for student printing services from an in-house cash-based manual solution to UBC’s centralized online solution known as Pay for Print.

1) What are the benefits of switching to the Pay for Print system?
   • Students can load print funds online, 24/7.
   • A credit card can be used to load funds for printing.
   • Account balances can be checked online, 24/7.
   • Funds can be used elsewhere at UBC, such as at various Food Services locations or at other Pay for Print printers located throughout the university.

2) Pharmaceutical Sciences Student Computer Lab Printer facts:
   • The printer in the Student Computer Lab prints black and white copies only.
   • Students are charged for photocopying and printing, but scanning is free.
   • Printing and photocopying costs $0.07 per impression.
   • The default print setting on Pharmaceutical Sciences’ Computer Lab workstations is double-sided and you will therefore be charged $0.14 if the impression is on both sides.

3) How do I load funds on my UBC Card for printing services?

   A) To load funds, students will need to activate their UBC card account with the Pay for Print System. If you are a first time user, make sure to click the first time user link (please see the example below).

   ![Activation Link Example]

   • You must have a valid, active Campus-Wide Login (CWL) account in order to add funds to your UBC card.
   • You need to log in to Pay for Print using your EAD account. If you are a student, this is your CWL account with a ".stu" added to the end (eg. student1.stu). If this still does not work, it may be that your passwords have not been synchronized. Please change your password at
the Campus Wide Login page. This will synchronize your passwords to EAD. If you are still not able to login, please submit a support ticket to the IT Help Desk.

- If you hold multiple affiliations with UBC (student, staff, and/or faculty), please ensure that you use your correct CWL account.
- If you are unsure of which account to use, check the CWL myAccount page or contact the UBC IT Service Centre at 604.822.2008 for assistance.

B) If you have an existing Residence Flex Plan or UBCcard Plan, you may still need to activate your Pay for Print account. Please click on the “Add Money” link on the UBC Card website and log in to the UBCcard Plan website. After you login, please click on the “Activate my student UBCcard”. If you encounter difficulty adding funds to a meal plan, please contact UBC Food Services at meal.plan@ubc.ca for assistance.

C) To load your card using cash, use the card vendor on level 3 of the Irving K. Barber Learning Centre.

4) How do I print using the Pharmaceutical Sciences’ Student Computer Lab printer?

Students will need to print from one of the workstations in the Pharmaceutical Sciences’ Student Computer Lab, and follow these steps:

1. Activate your UBCcard Account and add funds to your UBC card for Pay for Print services (please see the previous FAQ).
2. From a Pharmaceutical Sciences Computer Lab workstation, click “Print” in your application.
3. Login with your EAD account number and password when the pop-up login is displayed. For students, this is your CWL username, suffixed with “.stu” (e.g., yourcwlusername.stu). Use this username with your CWL password. For faculty and staff, just use your regular CWL login credentials.
4. The print job will be held until you release it at the printer.
5. At the print station, swipe your UBC Card in the card reader OR login with your EAD account.

5) Will I be able to print from my personal laptop?

Students can print from a laptop, personal computer, or a Library Mac Workstation at UBC libraries using the web printing option. Currently, there can be long wait times for a student’s web printing job to print, and UBC IT is working to make the web printing services more efficient. The Faculty of Pharmaceutical Sciences will not implement web printing until it has been updated.

6) How will I get a refund for my unused printing funds in the existing system?

Students can fill out a short form at the front desk of the Students Services office (Rm. 1301) up until September 30, 2016 to receive a refund for unused printing funds. Existing balances cannot be used.

7) Who should I go to if I have problems with the new Pay for Print system?

- If you encounter problems when printing, including poor quality or printer issues, please contact Irina Trouchenko at (604) 822-4096 from Tuesday to Friday 9:00 a.m. - 1:00 p.m. Outside of those hours, please see Jocelyn Beretta in the Dean’s Office, or call her at (604) 822-2343.
- If Irina and Jocelyn determine there have been charges to a student’s account that relate to paper jams or printing that is poor quality, they will assist with a re-print of the document without charging the student account.
• For printing account issues (e.g. there are funds showing on my account, but I still can’t print) please contact UBC IT Service Centre at (604) 822-2008.
• If you encounter any difficulties with the card vending machine in the Irving K. Barber Learning Centre, please inform a library employee or call the UBC IT Service Centre if it is after hours at (604) 822-2008.

8) For more Pay for Print FAQs, please see UBC Pay for Print FAQs.

Sources:

http://services.library.ubc.ca/computers-technology/copy-print-scan/pay-for-print-students-faculty-staff/

https://it.ubc.ca/services/desktop-print-services/pay-print/pay-print-faq#q12

http://services.library.ubc.ca/computers-technology/copy-print-scan/

http://wiki.ubc.ca/Library:PayforPrint/Students_Faculty_Staff