Go Print—Adding Funds to Patron’s Go Print Account

Step 1:
From Firefox list click on “Printing” icon ➔ Go Print Console ➔ login using OHSU network user name & password.

Step 2:
Click on “Accounts” and “Manage Users”.

Step 3:
Type in first and last name and Search button.
Step 4:

Check box of correct account, Choose option for Misc. Action (anything other than ‘other), Adjust credit to “Purchased Printing”, Type in the amount, Select reason from list such as “Courtesy Reprint”, Select “No charge” for payment type, Click on “Adjust Balance”

Step 5: Look for confirmation at top.
Go Print—Re-Printing or Redirecting Print Jobs

Step 1:
From Firefox list click on “Printing” icon ➔ Go Print Console ➔ login using OHSU network user name & password.

Step 2:
Click on the active printer, will be one of two (B&W or Color). Note: “LB” indicates that it is active.

Step 3:
Click on “View Print Jobs”.
Step 4: 
Select from the “Active” or “Archived” list.

Step 5: Check the box of the user/job that applies and select the printer from the dropdown list under “Requeue selected jobs to” and click on the green arrow to process. They should reappear on the queue and can print as usual or if a staff printer is selected it should immediately print.
Go Print—Trouble-Shooting Issues

Paper jam:

Follow the prompts on the printer to locate the jam. Depending on where the jam is located, you may need to use the printer key to unlock the unit. (Occasionally it helps to remove the drawers to see the jam)

*Tip: Don’t overfill the drawers with paper. When the paper is too close to the top, it will often jam.

Blank screen at Print release station:

When the Go-Print monitor is blank check to make sure the monitor is on.

You may need to restart the computer with a Ctrl-Alt-Delete, which will typically show a restart or shut down option.

If none of the above work, you will need to reboot the computer. (If at the LRC, you will need to use the book drop key to open the book drop drawers in order to access the computer tower).

If none of the above works, please email support@library.ohsu.edu and your supervisor so that they are aware of the issue. You should also call the other Service Desk (example: If you are stationed at the LRC, call the BICC Service Desk) to let them know to check their Go-Print station.

When patrons ask for blank sheets of paper:

The library supplies scrap paper, not printing paper. Inform the patron that they can print a blank page using Go-Print to obtain blank paper.

When patrons print from Sakai:

Printing documents from within Sakai can make it so that the documents do not print as they should. Tell the student to open and print the document outside of Sakai and it should fine.