How do I use the Student Copying and Printing Services?
Student Copying and Printing Services;

- Are available to all students of USC
- Your copying and printing account is linked to your Student ID card
- All of the MFD’s (Multi-Functional Devices) in the Library, Tower, Noosa campus and USC Gympie have the function to print, photocopy and scan.
- There are printers (only) located in 5 Computer Labs at USC Sippy Downs.
- There are binders, guillotines, staplers and scissors located throughout the Library, available for students to use.

Black and White Printer/Copier/Scanner (MFD) Locations:
1 in Commons Area, front door, Library Level 1
3 in Information Commons Area, Library Level 1
1 in Commons Centre Area, Library level 1
1 in Reserves Room, Library level 1
1 in Main Area, Library Level 2
1 in Library Extension (Wing), J2.04, Library Level 2
1 in Main Area, Library Ground Floor
1 in Tower, Level 1, Corridor
1 in Computer Lab, HG.31
1 in Computer Lab, Noosa J Campus
1 in Computer Lab, Gympie Campus

Colour Printer/Copier/Scanner Locations:
1 in Information Commons Centre, Library Level 1
1 in Self Checkout Area, Library Level 1 (Disability access)
1 in Main Area, Library Level 2
1 in Computer Lab, KG.06

Black and White Printer ONLY Locations:
1 in Computer Lab, DG.45
1 in Computer Lab, HG.28
1 in Computer Lab, J2.02
1 in Computer Lab, CG.72 (Buranga)
1 in Computer Lab, MDM5 (Engineering)

NOTE: All black and white machines stock 80GSM carbon neutral paper.
NOTE: 2 colour machines stock 100GSM silk paper—located in Information Commons Centre, Library Level 1, and Main Area, Library Level 2.
HOW TO TOP UP YOUR ACCOUNT:

⇒ Top up your account online at https://printservices.usc.edu.au/WebRemote

⇒ Top up with cash at the self-serve coin and note machine (just next to the Student Copying and Printing Services desk)

⇒ Top up with cash or EFTPOS at the Student Copying and Printing Services desk

PRICE LIST

<table>
<thead>
<tr>
<th>SELF SERVE COPYING &amp; PRINTING FACILITIES</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 black/white single side</td>
<td>.09c</td>
</tr>
<tr>
<td>A4 black/white double sided</td>
<td>.18c</td>
</tr>
<tr>
<td>A3 black/white single side</td>
<td>.18c</td>
</tr>
<tr>
<td>A3 black/white double sided</td>
<td>.36c</td>
</tr>
<tr>
<td>A4 colour single side (SS)</td>
<td>.70c</td>
</tr>
<tr>
<td>A4 colour double sided</td>
<td>$1.40</td>
</tr>
<tr>
<td>A3 colour single side</td>
<td>$1.40</td>
</tr>
<tr>
<td>A3 colour double sided</td>
<td>$2.80</td>
</tr>
<tr>
<td>A4 + A3 black/white + colour</td>
<td>No Charge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STATIONERY ITEMS &amp; ASSISTED SERVICES</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 Laminating (Assisted)</td>
<td>$1.55</td>
</tr>
<tr>
<td>A3 Laminating (Assisted)</td>
<td>$2.55</td>
</tr>
<tr>
<td>A4 OHT’s for black/white copier</td>
<td>.60c</td>
</tr>
<tr>
<td>A4 OHT’s for colour copier</td>
<td>$1.00</td>
</tr>
<tr>
<td>Plastic Sleeves</td>
<td>.10c</td>
</tr>
<tr>
<td>Divider</td>
<td>$1.00</td>
</tr>
<tr>
<td>Assisted Binding</td>
<td>between $2.75 &amp; $3.50</td>
</tr>
<tr>
<td>OR purchase binding materials for self service</td>
<td></td>
</tr>
<tr>
<td>A4 Clear Binding Front Covers</td>
<td>.40c</td>
</tr>
<tr>
<td>A4 Card Binding Back Covers</td>
<td>.40c</td>
</tr>
<tr>
<td>Binding combs range between .50c and $1.40 (10 sizes between 10mm &amp; 45mm)</td>
<td></td>
</tr>
</tbody>
</table>
**STUDENT COPYING & PRINTING SERVICES**

**Important things to know!**

TO LOGIN TO A PRINTER/PHOTOCOPIER
- Badge your Student ID Card on the Blue Card Reader Terminal on the right hand side of the machine.
- Enter in your 4 digit PIN.

**4 DIGIT PIN**
The very first time you use a machine, you will need to create a 4 digit PIN to begin your session (enter it twice to confirm).

You will need to remember this PIN to log into your account each time you wish to print or photocopy.

Forgotten your 4 DIGIT PIN??
Visit the Student Copying and Printing Services desk and one of our friendly staff can reset it for you.

**Remember to**
LOG OUT of the terminals by pressing ‘CLR’

**LOCKED CARDS**
It is a security feature on your ID card, that you can only be logged into ONE terminal/machine at a time. (including all photocopiers, printers and the self-serve coin and note machine).

You card will become locked if;
- You try to log into TWO terminals/machines at the same time
- OR you failed to log out (press ‘CLR’) the last time you used your account

Is your card locked??
Visit the Student Copying and Printing Services desk and one of our friendly staff can unlock it for you.

Is the machine’s touch screen turned off??
Turn it on by lifting the lid OR pressing the ‘On’ button
STUDENT COPYING & PRINTING SERVICES

HOW TO PRINT

- Log in to any USC student computer with your USC username and password
- Open the document you wish to print and select ‘Print’
- Specify either colour or black and white print driver;
  - BlackandWhite (on wsp-pcub01)
  - Colour (on wsp-pcub01)
- Click ‘Print’
- Go to any colour or B&W printer (depending on your selected print driver)
- Badge your ID card on the Blue Card Reader Terminal beside the printer
- Enter your 4 digit PIN (See previous page)
- Highlight ‘Get Print Jobs’ and press ‘Ok’
- Use the up and down arrows to select the document to print, select ‘Ok’.
- To print all you documents at once, press the select button below ‘Rel. All’

REMEMBER TO LOG OUT;
- Log out of the terminal by pressing ‘CLR’ (in Library) or ‘QUIT’ (in Labs).

To delete unwanted print jobs;
- Use the up and down arrows to select the unwanted print job
- Press the button below ‘Del.’, then press ‘Ok’

Note 1: You must log off the Blue Card Reader Terminal, by pressing ‘CLR’, before adding credit.
If you do not log out, your card will become locked (See previous page)

Note 2: All Printers are labelled on top, to advise if it is Black and White or Colour.

ALL STUDENT PRINTERS ARE SET TO AUTOMATICALLY PRINT DOUBLE SIDED!
HOW TO PRINT SINGLE-SIDED

- Print your document; there are various ways to do so.
  - Select File & Print.
  - or Right-click on your document and select ‘Print’.
- In the print dialog box, choose your desired printer driver: BlackandWhite (wsp-pcub01) or Colour (wsp-pcub01).
- Beside the printer driver, click on ‘PROPERTIES’.
- From the ‘ONE CLICK PRESETS’ tab, click on ‘BASIC SETTING’.
- Click ‘OK’.
- Click the ‘Print’ icon.
HOW TO PHOTOCOPY FROM THE DOCUMENT FEEDER

1. Place your documents, face up, in the document feeder
2. Select the number of copies on the keypad.
3. Press the big ‘START’ button to begin.
4. Once you have finished photocopying, press ‘CLR’ on the Blue Card Reader Terminal to end your session.

HOW TO PHOTOCOPY FROM THE GLASS

- On the touch screen, choose A4 or A3 paper.
- Open the top cover and place your first document on the glass, facing down.
- Select the number of copies on the keypad.
- Press the big ‘START’ button to begin.
- Once you have finished photocopying, press ‘CLR’ on the Blue Card Reader Terminal to end your session.
MORE PHOTOCOPYING INSTRUCTIONS

TO REDUCE OR ENLARGE
- Select a copy ratio from the defaults on the screen
- OR press ‘Reduce/Enlarge’ to manually set the reduction or enlarge percentage.

REDUCING
- B4 > A4 = 81%
- A3 > B4 = 70%
- A3 > B5 = 61%
- A3 > A5 = 50%
- Minimum = 25%

ENLARGING
- Maximum = 400%
- A5 > A3 = 200%
- A4 > A3 = 141%
- A4 > B4 = 122%
- B4 > A3 = 115%

SINGLE & DOUBLE SIDED
- 1 > 2 sided - Single sided originals TO double sided copies
- 2 > 1 sided - Double sided original TO single sided copies
- 2 > 2 sided - Double sided originals TO double sided copies
The scanner will convert your document to PDF or JPG and send via email to your specified email address.

**NOTE— The session will time out after 3 minutes. Scan one document at a time or you will risk losing your scans and have to start again.**

- Place your document in the document feeder (face up) or on the glass (face down) and close the lid.
- Press the scanner function button on the bottom left hand side of the machine panel to activate the scanner.
- Type in your email address and press ‘Ok’.
- Press ‘Scan Settings’ to choose your desired settings (ie paper size/orientation, resolution), then press ‘Ok’.
- Press ‘Send File Type / Name’ to choose PDF or JPG, then press ‘Ok’.
- Press ‘Start’, the big button, to the right of the machine.
- If you have more than one page to scan, change the original and then press ‘Start’ again.
- Once you have finished scanning all pages, press the ‘#’ (Enter) button to send these documents to your specified email address.
STUDENT COPYING & PRINTING SERVICES

Online printing

24 hours a day!
7 days a week!

Print from your home computer
or your laptop!

When you study from home or
anywhere on campus on the USC
Wireless network, you can send your
documents straight to a printer.

Library—open 7 days a week.
24 hour access Labs available on campus.
Mail and Print Services for larger jobs.

ONLINE PRINTING INSTRUCTIONS

- Go to [https://printservices.usc.edu.au/websubmit](https://printservices.usc.edu.au/websubmit)
- Login with your USC username and password
- Click on ‘Browse’ to find the document you wish to print (PDF, Word, Excel, Powerpoint or Image files only).
- Click ‘Upload’.
- View your document and tick the box to confirm you have viewed it, then click ‘Next’.
- Choose where you would like your print job to ‘Release To’;
  - ‘Student Printers’ - sends your print job immediately to all printers in the library and 24 hour computer labs.
    NOTE: You will not be charged for printing until you release your print jobs at a printer.
  - ‘Mail and Print Services’ - sends your print job to Mail and Print Services, Ground floor of Building J, for printing/finishing.
    Production time is 4 hours.
    NOTE: Your Student Copying and Printing account will be deducted instantly for your order. Please ensure you have enough credit on your account.
- Choose your preferences for the remaining options (more options will appear when you ‘Release To’ Mail and Print Services).
- Click ‘Next’.
- Once you have checked all your options, click ‘Print’.

NOTE: To turn double sided printing off, select ‘No’ beside ‘Duplex’
MAC USERS: Convert your document to PDF to minimise conversion issues and upload the PDF to WebSubmit.
Top up your account ONLINE!

24 hours a day, 7 days a week!

- Go to https://printservices.usc.edu.au/WebRemote
- Log in with your USC username and password.
- Choose your top up amount.
  (NOTE: account limit is set to $100)
- You will be redirected to the USC Online Payments page to process your credit card transaction.
  (Visa and Mastercard ONLY)
- Your credit will appear on your account immediately.
Binding combs and covers are available to purchase at Student Copying and Printing Services. Binding machines are located on level 1 of the library, in the Information Commons Area. Alternatively, you may wish to drop-off your documents to be bound at the Service desk. We can produce your work in a minimum of 10 minutes. We also offer A4 and A3 laminating services, with a minimum 15 minute turn around.

A guillotine is provided for the use of all students and is located on the desk beside the binding machines. A range of staplers (including one that staples up to 90 pages) is located on the bench at Student Copying and Printing Services.

For all other stationery items...
Visit the Co-Op Bookshop located on the Ground Floor of Building J!
Want to print in COLOUR using InDesign??

- Open your Adobe InDesign file.
- Select ‘File’ and then ‘Print’.
- Use the drop-down menu to select the colour printer — Colour (on wsp-pcub01).
- On the left hand side of the print dialog box, click on ‘Output’.
- Use the drop-down menu to adjust the colour output to ‘Composite RGB’.
- Click ‘Print’.
- Head to one of the colour printers in the Library to release and collect your document.

IMPORTANT NOTE: If you do not change the colour output as explained above, your document will be printed in black and white from the colour machine and you will be charged the normal colour price, .70c per A4 page.
Printing multiple PowerPoint slides per page

- Open your PowerPoint document.
- Select ‘File’ and then ‘Print’.
- Select the desired printer driver.
- Click on the ‘Full Page Slides’ drop down box under SETTINGS.
- Click on how many slides per page you would like.
- Click ‘Print’ (the printer icon at the top of the screen).

Printing Multiple Pages per Sheet

- Convert the document to ‘PDF’.
- Open the PDF and select ‘File’ and ‘Print’.
- Select the desired printer driver.
- In the ‘Paper Handling’ box, next to ‘Page Scaling’, use the drop down menu to select ‘Multiple pages per sheet’.
- Select how many pages you would like per sheet.
- Click ‘OK’.
NEED EXTRA ASSISTANCE???

Visit the Student Printing Help desk, located on Level 1 of the Library and one of our friendly staff will be more than happy to assist with any special needs or requirements you may have!

COLOURED PAPER is available for students with Dyslexia or Irlen Syndrome who require this accommodation to assist with their reading of written text.

Wheelchair Access available in the Library!

Colour printer/copier/scanner located on Library level 1, in the Self Checkout Area.
STUDENT COPYING & PRINTING SERVICES

Avoid the queues,

Buy your Books of Readings online!

FREE POSTAGE!

**GO TO:** USC Website > Online Payments > Mail and Print Services > Books of Readings

1. Type in FAB or FOSHEE (case sensitive) to view the list of books for each faculty, or leave blank to view the full listing from both faculties
2. Select your preferred Delivery Method
3. Enter your personal information
4. Enter the quantity of each Book of Readings you require
5. Confirm your selection and then process your payment (Visa and Mastercard only)

**Posted items** – You order will be processed and dispatched from Mail and Print Services within 1 business day. The delivery time will then depend on Australia Post.

**Pick-up items** – Your order will be available to collect, from 12noon the following business day, at Mail and Print Services, Building J (ICT), ground floor, USC Sippy Downs campus.

Please refer to the Mail and Print Services webpages, [www.usc.edu.au/mail-and-print-services](http://www.usc.edu.au/mail-and-print-services) for more order and delivery information.
What if I have lost or misplaced my ID card?
You require your USC Student ID Card to access the Student Copying and Printing facilities. Please visit Student Administration to obtain a new card.

How do I release my print jobs from a printer?
After you have sent your documents to print from a student workstation, badge your Student ID card onto a Blue Card Reader Terminal beside the printer. Enter your 4 digit PIN. Select ‘Get print jobs’ and press ‘OK’. Highlight the job you wish to print and press ‘Ok’. Your account balance and cost of each print job is displayed at the top of the screen on the Blue Card Reader Terminal.

How do I print from a student workstation in the Library or Labs?
Log on to a student workstation within the Library, using your USC network details. Open your documents and select to print to the printer driver "BlackandWhite (wsp-pcub01)" for black and white or "Colour (wsp-pcub01)" for colour. Log into a blue Card Reader Terminal located in the Library or Labs to release your print job.

Can I print if I am not a current USC student?
No. To print from the students’ PCs, you must have a USC Network Login. If you wish to print please see Mail and Print Services on the ground floor of Building J.

How do I print in colour?
In the print dialog box, select the colour printer, "Colour (wsp-pcub01)" using the drop down menu. Log onto a blue Card Reader Terminal with your Student ID card and 4 digit PIN and select your jobs to print.

Can I photocopy if I am not a current USC student?
Yes. The public may borrow Public Copy Cards from the Student Copying and Printing Services desk in the Library, Level 1.
FREQUENTLY ASKED QUESTIONS

How do I print from an OPAC (Library Catalogue) PC in the Library?
From an OPAC PC, print your documents to the printer driver "BlackandWhite (wsp-pcub01)" for black and white or "Colour (wsp-pcub01)" for colour. Visit the Student Copying and Printing Services desk to pay for your printing and collect your print jobs.

Can I copy onto an overhead transparency (OHT)?
Yes. Purchase OHT sheets (.60c each for Black and White and $1.00 each for Colour) from the Copying and Printing Service Desk. Basic instructions are provided at each copier.

Can I add credit to my account using eftpos?
Yes, you can add credit to your account using both cash and EFTPOS at the service desk on Level 1 of the Library, and also at Noosa J campus, using just EFTPOS. No cash transactions at Noosa J. Minimum EFTPOS amount is $5.00.

How can I print on coloured paper or card?
The Student Copying and Printing machines only stock A4+A3 White 80gsm paper in the black and white machines and 130gsm silk paper in the colour machines.
If you require coloured paper or card, please submit your copying/printing to Mail and Print Services, on the ground floor of Building J. Please note, you will be required to leave your work for a minimum of 2 hours.

Can I delete unwanted print jobs?
Yes. When you logon to a Blue Card Reader Terminal, simply highlight the job that you do not want, press 'delete' and then press 'Ok'.
NOTE: Remaining print jobs will automatically delete from the print queue after 15 hours.

Can I reprint my print job once I have released it?
No. Once you have selected to print your files, they are removed from your print queue.
If you require more copies, you will need to resend your files to print.

What is the maximum file size that I can print?
The maximum file size that may be sent to a printer is 100MB.

What do I do if there was a paper jam and I was charged for a print or photocopy that I did not receive?
Immediately report the fault to the staff at the Student Copying and Printing Services desk. They will verify the problem and credit your account for the incorrect charge, if applicable. Only machine faults or jams will be credited; if you make an error you will not be credited.
**STUDENT COPYING & PRINTING SERVICES**

**FREQUENTLY ASKED QUESTIONS**

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**How can I check my account balance?**
You can check your account balance by badging your ID card onto a Blue Card Reader Terminal or onto the Coin/Note Autoloader, or by logging into https://printservices.usc.edu.au/WebRemote or by visiting the Student Copying and Printing Services desk.

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**Can I claim unused credit on my print/copy account?**
To be eligible to claim any unused credit from a Copying and Printing account, students must have both:
— completed their studies at USC, (i.e. Graduated or ceased enrolment) and
— a minimum of $10 in their account.

Students must complete the Request for Refund form at the Student Copying and Printing Services desk. After a 24-hour processing period, the unused credit amount can be collected from Student Copying and Printing Services.

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**How do I add credit to my print/copy account?**
You can top up on-line with a credit card (Visa or Mastercard only) at https://printservices.usc.edu.au/WebRemote or you can top up with cash only using the coin/note autoloader, or you can top up with cash or Eftpos at the Student Copying and Printing Services desk (Note: $5 minimum for Eftpos).

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**What do I do if I see the error message “Card is locked”?**
Your card will become locked if you attempt to use more than 1 terminal at a time. If you need to move to another terminal, ensure you log out before attempting to log into the next. (Terminals include the Blue Card Reader Terminals & the Coin/Note Autoloader). Your card may also become locked if you repeatedly enter an incorrect PIN. If the problem persists, please visit the Student Copying and Printing Services desk and a staff member will unlock your card.

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**What if I have forgotten my 4 digit PIN?**
If you forget your PIN, please take your Student ID Card to the Student Copying and Printing Services desk and request to have your PIN reset.
Problems with the printer/copier?

To obtain a reprint, report the issue immediately to Student Copying and Printing Services

PH: 5430 2866
Email: studentprinting@usc.edu.au

After hours? Email or leave a detailed voice message.

IMPORTANT NOTE: If a fault is not reported immediately, reprints may be refused.

Thank you!

Service Desk Hours: Mon-Fri: 7.30am – 6.00pm (during Semester) Sat-Sun: 11.30am – 3.30pm
STUDENT COPYING & PRINTING SERVICES

More services are available at Mail & Print Services

- Colour & Black/White Copy, Print & Scan
- Colour & Black/White Wide Format Plotting
- Laminating
- Stapling and Binding with comb & wire
- Folding/Cutting/Hole punching
- Magnets

Printing Ideas

- Assignments
- Newsletters
- Bookmarks
- Invites
- Banners
- Posters
- Reports
- Calendars
- Flyers

Mail

Purchase stamps and envelopes from the Co-op Bookshop. Place correctly stamped mail in the silver post box just outside the Co-op Bookshop. Mail and Print Services empty this box daily at 3pm for postage.

Lost and Found

All items found on campus are to be sent to Mail and Print Services for handling. If you have lost an item on campus, please check at Mail and Print Services.

Want to send a Fax??

For Domestic and International faxes, please visit Mail and Print Services, located on the ground floor of Building J. Enquire within for prices.

Contact Mail and Print Services

Ground floor of ICT Building (J)
University of the Sunshine Coast
Tel: 07 5459 4744
Email: MaPS@usc.edu.au
Website: www.usc.edu.au/mail-and-print-services
STUDENT COPYING & PRINTING SERVICES

CONTACT INFO

Service Desk

Location - Library, Level 1, Commons Area

Phone - 07 5430 2866

Email - studentprinting@usc.edu.au

Website - www.usc.edu.au/mail-and-print-services

Find us on the portal...
under
Mail and Print Services,
Student Copying & Printing!