Welcome to the web interface for printing @ CED

Point your web browser to:  http://printers.ced.uga.edu

Login with your user myid information. Once signed in, you’ll be presented with the main dashboard.

1. Main navigational links

2. Your Balance Summary. Primary is the allotted $75/semester. This does not roll over, the Paid balances are what you add and WILL rollover.

3. Displays how your balance has changed as well as environmental impact on your printing.

–Fun Facts!

Now let’s look at the different sections presented in the navigation bar.

Rates:  This interface displays the printers and the pricing of them. IF you over your mouse over the details link, it will give you a more detailed breakdown of paper costs per size and color output.
Transfers: From here you can transfer a portion of your balance to your fellow classmates. This is a non refundable action. If you transfer to someone, and later decide you want that back, you must have that person transfer the credits back.

Just provide the amount from your balance you wish to transfer and the username of the person you want it to go to.

It’s also a good idea to leave a comment indicating the reason or project for the transfer. That way down the road if you look at your transaction history you will be reminded of why the money went to that user.

Transaction History: This is where you can view your complete balance history (print jobs, manual adjustments, purchases, etc). Gives you an easy way to see when say the semester balance was applied to your account. Not only does it show when, and amounts, but also if a comment was entered, those will display as well. If you hover your mouse over the “transaction type” field it will give you any additional details about the print job.

If you would like to see only certain types, or transactions from a specific range, you can use the filter box to narrow down your list.
Recent Print Jobs: Want to see what you have printed recently? Request a refund? Or check on the status of a refund? You would do that all from this window. Not only does it give you the filename, printer, date, pages printed (color & B&W) but also allows for and shows the status of refund requests.

To request a Refund, just hit the “Request Refund” link next to the job and you’ll be presented with the following screen where you will provide your details as to why you are requesting the refund. Please be as detailed as possible in this area.

PLEASE hold onto document in question until response is issued, as manual verification of the document may be required by Tech Services staff prior to refunds being issued.

Refunds can be provided for:

- Verified color vs B&W charge issues
- Misprints due to verifiable printer errors

We cannot refund for:

- Failure to properly set up document prior to printing
- Charges for Color if color comes out on document
- Insufficient details provided in refund request or misprinted job can not be verified.
- Failure to log off of a computer and printing being used by a third party

Once we process your request you should receive e-mail notification of the request. You can also check from the recent jobs list Just hover your mouse over the refunded or refund rejected link to see the details. If the job is denied, we will generally try and provide a reason why which will also be included in the status.
Jobs Pending Release: This will show you any of YOUR jobs that are awaiting release by the administrator. These will usually only be plot jobs that you have submitted, but have not yet been released from the holding que.

CED Technology Services Wikki The next button on our Navigation Bar is a link to the Tech Wikki. This is your one stop shop for all the latest news and information from the Technology Services Office as well as a quick way to report issues and request support.

Purchase Print Credits Click here to add credits to your account.

Print from your Laptop Click here to install CED printers on your computer.

If you have issues with the printers, PLEASE email cedhelp@uga.edu and we will do our best to assist you and get the issue resolved.