

Welcome to printing at CED

To connect to the printers, you have 2 options

A- **Windows users only:** open Windows Explorer or Internet Explorer (NOT FIREFOX or Chrome)



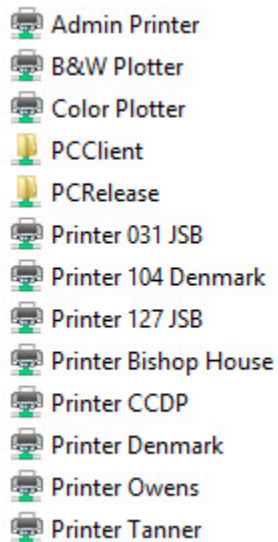
Once opened, in the address bar enter: [\\printers.ced.uga.edu](http://printers.ced.uga.edu)

NOTE: Occasionally you may have to enter the address as [\\ced-printers.ced.uga.edu](http://ced-printers.ced.uga.edu) and sometimes just [\\ced-printers](http://ced-printers)

When prompted, provide your myid login information with the username in the format of myid\yourmyid (**You must include the myid**)



You will then be greeted with a list of the various printers. To connect to one, just double click on the printer and it should install the driver. Alternatively, you can right click and press "Connect"



B- **For Mac users of OS X 10.5 or later,** you can add the printers to your computer as well. However, this is a slightly more involved process than the windows process. Please see the knowledge base article on the Tech Services Wikki page for directions on accomplishing this.

C. As a last resort, Mac or Windows users: Print via the web interface. Just point your web browser to: <http://printers.ced.uga.edu> and log in with your myid credentials. Not all printers are available via this interface.. Your document also MUST be a PDF and have been save with all the proper output requirements. In other words, it needs to be Print Ready.

Once signed in, on the left side of the screen, you will see a navigation bar, towards the bottom is Web Print. Just follow the link and directions to upload a print ready pdf to the printers.

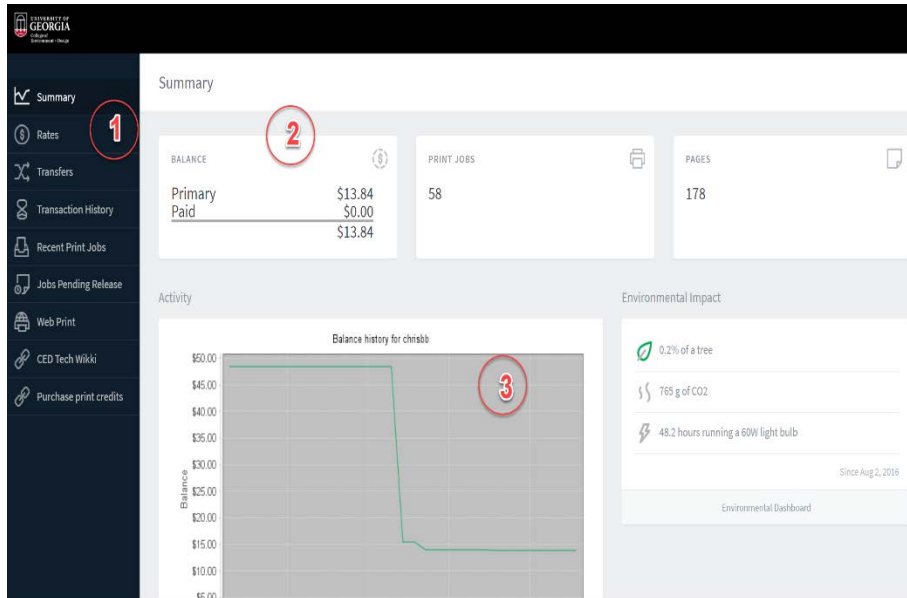
This works with PDF files only. No options can be set other the number of copies.

The remainder of this document will discuss the web interface as it is highly useful for many printing related tasks other than pure web printing.

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 \$50/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.

1 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.

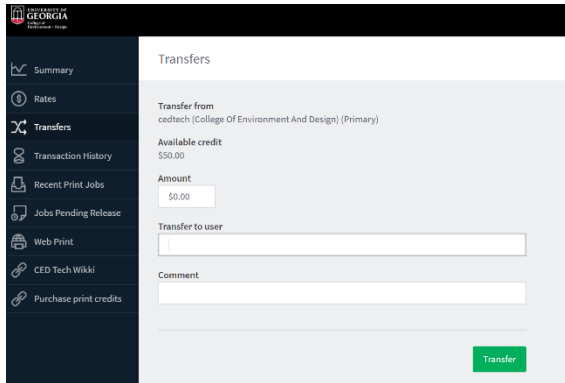
Printing Rates

The screenshot shows the 'Printing Rates' interface with a search bar and a table of printers. A tooltip is shown for the 'ced-printers\B&W 127 JSB 8.5x11 only Web' printer, displaying pricing for different sizes and options.

PRINTER ↑	PAGE COST	GRAYSCALE DISCOUNT	DUPLIX DISCOUNT	DETAILS
becca\Canon MG6500 series Printer WS				details
ced-printers\Accred Tanner Printer	\$0.00			
ced-printers\Admin Printer	\$0.00			
ced-printers\Admin-PCL				details
ced-printers\B&W 127 JSB 11x17 Only Web				details
ced-printers\B&W 127 JSB 8.5x11 only Web				details
ced-printers\B&W 31 JSB 8.5x11 Only Web				
ced-printers\B&W Denmark 11x17 Only Web				
ced-printers\B&W Denmark 8.5x11 Only Web				

ced-printers\B&W 127 JSB 8.5x11 only Web				
Size	Color	Grayscale	Color duplex	Grayscale duplex
LETTER (ANSI_A)	\$0.50	\$0.06	\$0.50	\$0.06
Default (other sizes)	\$0.10	\$0.06	\$0.10	\$0.06

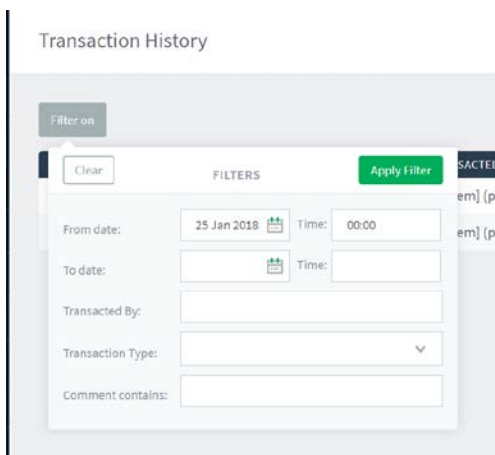
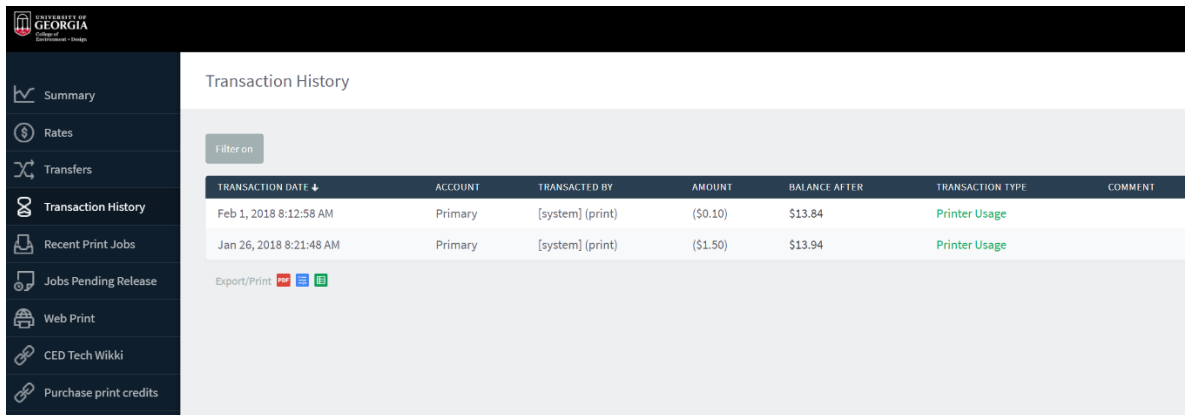
2 Transfers: From here you can transfer a portion of your balance to your fellow classmates. **This is a non refundable action.** If you transfer to someone, and later decide you want that back, you must have that person do a transfer back. We cannot handle these for you.



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.

3 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.

4 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.

Recent Print Jobs

Filter on

DATE	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Feb 1, 2018 8:11:32 AM	[REDACTED]	ced-printers\Printer 031 JSB PS	1 (Color: 1)	\$0.10	BookingPOINT - 2 (CED-FMS)	A4 (ISO_A4) Duplex: Yes	Printed request refund
Jan 26, 2018 8:21:28 AM	[REDACTED]	ced-printers\B&W Plotter	1	\$1.50	ASRxxvvt8e_13kr0q9_cd8.tmp.pdf	18X24 (ARCH_C) Duplex: No	Printed request refund

Export/Print

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.

Refund Request

To request a refund for the job, please provide details below as to why a refund is requested. Messages of simply “misprint” can not be refunded as they are too vague to determine a cause. Please hold onto the misprint until a refund decision has been reached. If additional information is needed, the actual document will be helpful. All refund requests may be reviewed by the administrator.

Job Details

- Time: Feb 1, 2018 8:11:32 AM
- Pages: 1
- Cost: \$0.10
- Document Name: BookingPOINT - 2 (CED-FMS)
- Printer: ced-printers\Printer 031 JSB PS

Refund Details

Refund Amount: Full amount Partial amount:

Reason for Request:

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.

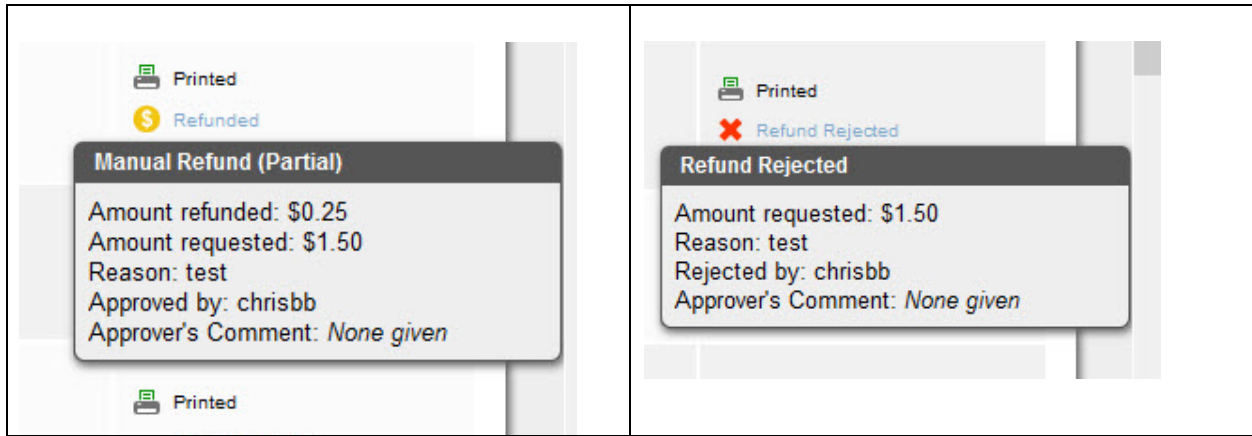
Refunds can be provided for:

- 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

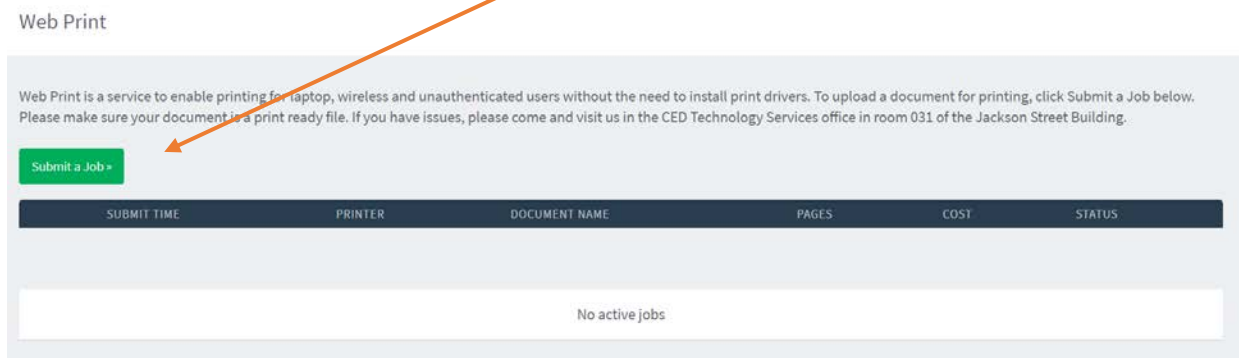
Once we process your request you should receive e-mail notification of the request. You can also check from the recent jobs list Just hover your mouse over the refunded or refund rejected link to see the details. If the job is denied, we will generally try and provide a reason why which will also be included in the status.



- 4 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.
- 5 Web Printing: For our mac users or those that are having difficulty printing from the standard windows printing instructions, you can use the web printing. This will only work with a PRINT READY PDF. That means when you create your PDF, you need to make sure to have your document scaled and sized properly as no options other than numbers of copies can be selected.

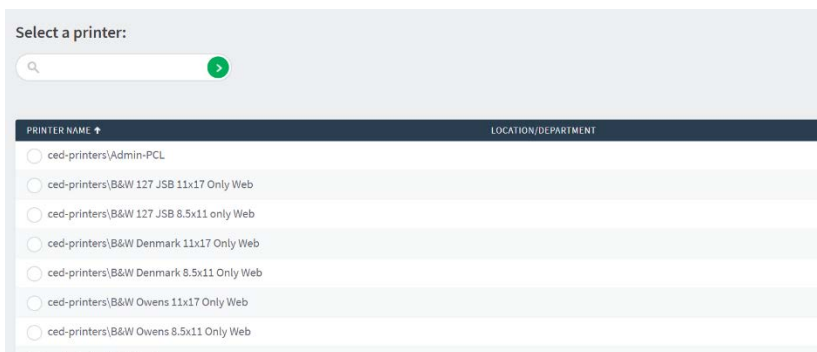
Step 1

When you first select Web Print, it will show you any pending jobs that are still working through the system. Just click the Submit a Job button



Step 2

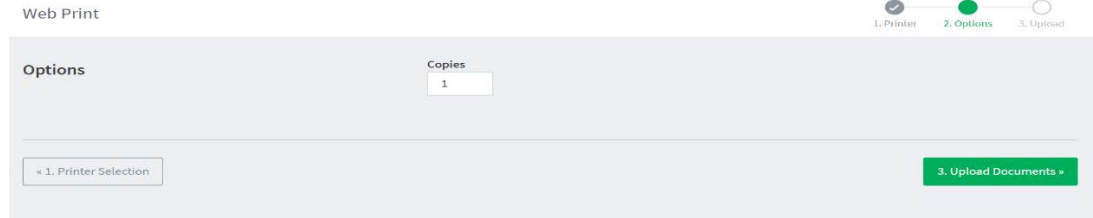
You are then presented with your printer listing. Just click the radio button next to your desired output device



Once elected, then hit the "Print Options and Account Selection button" to continue

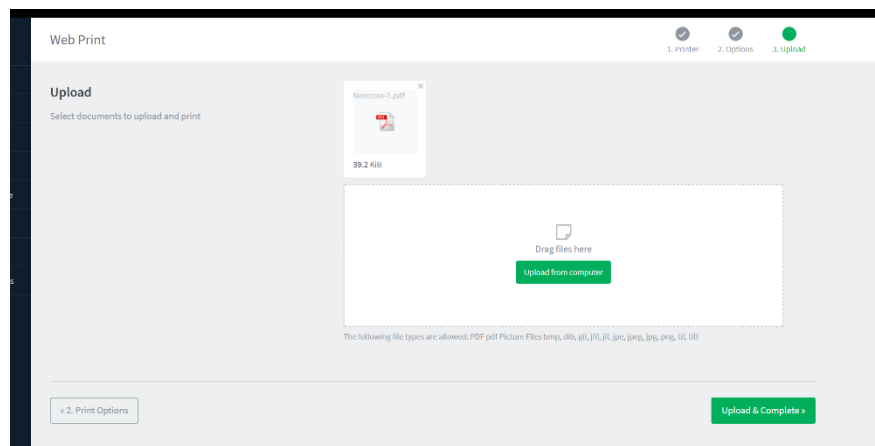
Step 3

Next you will select any of your available printing options. Currently only the number of copies is selectable from this interface.. Select number of copies and select “Upload Document”



Step 4

Now you can upload your PDF document. Remember this document should be print ready. If the original file has color in it and you want it to print black and white, you will need to make sure when you create the PDF, to set it as Black and White only. Otherwise the printer will default it to color. Just click to upload or drag and drop your file into the upload box. Then hit the complete button in the bottom right of the window.



6. **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.

7. **Log Off: PLEASE REMEMBER TO LOG OFF** when you have completed your work. Especially if you are using a shared computer in the studio or lab., otherwise others may be able to utilize the web printing off of your account. If this happens, **we can not provide refunds** as we have no way to verify the true sender of the file as it is registered to your account.

If you have issues with the printers, PLEASE email: cedhelp@uga.edu and or come by the Technology services office and we will do our best to assist you and get the issue resolved.