Pharos Print System Guide

www.tarleton.edu/savepaper

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FAQ

If you are confronted by anybody for any reason regarding the new print policies direct them to the save paper website. If they cannot find what they want there, they can send an email to printing@tarleton.edu.

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Why is Tarleton State University charging for printing?

The major factor driving the decision was the amount of waste that computer labs and the Dick Smith Library are seeing on a daily basis. Patrons of the labs and the library routinely print documents that are never picked up. The costs for printing, paper and toner have increased significantly. We wish to encourage responsible printing and a wise use of resources.

What is an example of the expense of student printing?

Since the beginning of the fall semester, the total number of free prints by students on Tarleton's main campus (in all general access & instructional labs, as well as the library) has been 2,501,769.

Expenses related to this high number of pages printed include costs of paper, toner and equipment, as well as the costs of staffing, time on troubleshooting and licensing related to printing.

What is the expense of student printing?

To date, the Dick Smith Library and CII's Classroom and Lab Support Services budgets have absorbed increasing costs related to printing at Tarleton. These include costs for paper, toner, licensing, and equipment depreciation and replacement. It also includes costs for staffing and time spent troubleshooting, which are harder to quantify.

The following represents only expenses related to paper, toner, and equipment for FY 2009 and FY 2010:

FY2009 (September 2008-August 2009)	$65,533
FY2010 (September 2009-August 2010)	$70,237
Projected FY2011	$78,700

How much will printing cost?

» Simplex Printing (one-sided): 5 cents per sheet
» Duplex Printing (two-sided): 8 cents per sheet
» Color Printing (one-sided): 15 cents per sheet
» Color Printing (two-sided): 18 cents per sheet

When will these charges begin?

The charges will begin June 1, 2012.

Will this apply to all students?

Yes.

Will this apply to all Tarleton locations (Hickman, Schaeffer, and Stephenville)?

Yes.

⊟ **Will this apply to all Tarleton locations (Hickman, Schaeffer, and Stephenville)?**

Yes.

⊟ **Where are the labs charging for printing located?**

All **computer workstations and classrooms** in the Dick Smith Library, **Open Access labs** located at Stephenville, and **Instructional Computer labs** located at Hickman, Schaeffer, and Stephenville will require charging for printing.

⊟ **How do I pay for printing?**

You will use Texan Bucks to pay for printing in Tarleton labs, classrooms and the Dick Smith Library.

⊟ **Can I use Dining Hall Dollars to pay for printing?**

No, Dining Hall Dollars may only be used in our on-campus dining and food retail outlets.

⊟ **How do I deposit money into my Texan Bucks account?**

- » Visit https://tarleton.managemyid.com/student/login.php to make an online deposit to your Texan Bucks account,
- » You can come into the office (Tarleton Center, Room 101) with cash or check, or
- » You can deposit cash at our deposit stations in the Thompson Student Center (near the Post Office), the Hunewell lobby, Centennial Hall and the lobby of the Dick Smith Library.

⊟ **Will the card swipe printing stations accept credit cards?**

No, you must swipe your Texan Card and have sufficient Texan Bucks to pay for printing.

⊟ **Can I pay cash at the printing locations?**

No, you may not use cash at the printing locations.

⊟ **Can I get credit for something I did not intend to print?**

No. The price of your print job will be displayed on the screen before printing. If you agree to the charges, there will be no refunds or credits.

⊟ **How do I get a reprint if the printer malfunctions?**

If you are printing in a computer lab and you need a reprint because of printer failure, do the following:

- » Make the reprint request within 24 hours of the failed print job.
- » Go to either COBA 212, MATH 226, or SCI 207 to ask a student worker or lab technician for a reprint. Call 254-968-1934 to confirm the location is open.
- » Bring your UID, location where the print failed, and the print job name if you have it.
- » We will reprint your job at no cost if the printer caused the failed job.

If you are printing at the Dick Smith Library,

>> Go immediately to the main floor information desk (**Library Hours**).
>> Bring your UID, location where the print failed, and the print job name/application if you have it.
>> We will reprint your job at no additional cost if the printer caused the failed job.

If my Texan Bucks balance is insufficient to print a required class assignment, what do I do?

You can add funds to your Texan Bucks in class using a credit card at **https://tarleton.managemyid.com/student/login.php**.

Can I print now and pay later?

No, you must have the appropriate amount of funds to pay at the time you are printing.

How do I print if I don't have my Texan Card?

Students will have the option of either swiping the Texan Card or entering the NTNET username and password to pay for printing. Both methods will work at the print release stations.

Will I start the semester with some amount of free prints?

Each Tarleton student will receive a $5 allowance at the start of each semester - fall, spring and summer. If additional printing is needed, students may add funds to their **Texan Card** account.

If I print to the queue, how long do I have to release the print job at one of the print stations?

Your print job will be held in the queue for 24 hours. You can print your job from any of the release stations within that period.

Can I print from my personal laptop or tablet?

No, you may not use your personal laptops or tablets to print from the Tarleton printers.

Do I have to pay for printing that my instructor requires?

Yes.

Doesn't my tuition pay for printing? Doesn't my library fee or course fee pay for printing?

No. For detailed information on tuition and fees, see the **Explanation of Fees page** on the Business Services website.

How was the cost per page determined?

The cost per page is based on the cost of providing printing services. This includes cost of all printing hardware and consumables. The charge is strictly for cost recovery purposes.

Who do I contact if I have questions?

If you don't find the answer here, please contact **printing@tarleton.edu** for help.

Release Stations

A release station is the device attached to printers in the general access labs (Coba 212, WGym 105, Math 226a/b, Sci207/a, Hickman) and the Dick Smith Library. It is a touch screen device called an Omega ps200. This device will be used when students and library guests print a job to the held queue. Jobs in the held queue are not printed until a student or guest swipes their card or enters their NTNET credentials into the release station. The Omegas can also be used to check Texan Card (Texan Bucks) balances.

Types of print queues: Direct Queue & Held Queue

A **DIRECT QUEUE** is pretty much exactly like it sounds. When a student logs onto a computer lab that is not general access they will have, as the default printer, a print queue called 'Print to Room##'. When they click "Print" they will get a popup message similar to this one:
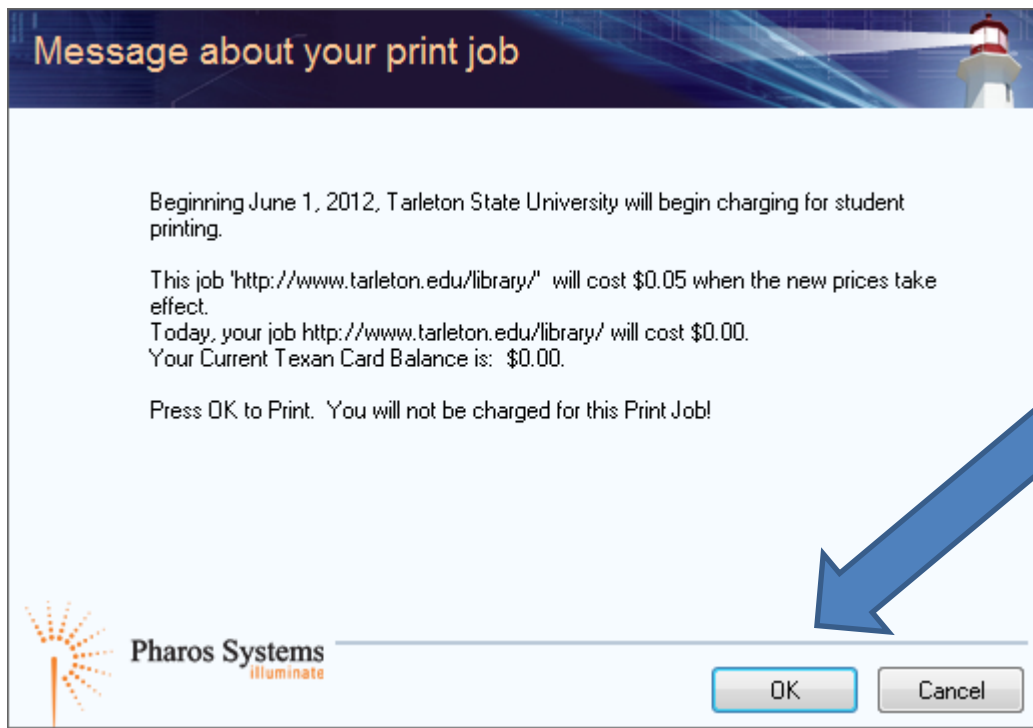
BOTH QUEUES: They must click "OK" on the pop-up to either release the job to direct print OR to send it to the held queue. If they don't click "OK" in 20 seconds the job disappears and is canceled.

Once this message appears, it shows the name of the job being printed, how much the job will cost, and what the current balance of their Texan Card is. For Direct Queue printing, as soon as they click 'OK' on this popup, their account is charged and the job prints immediately on the printer that the queue is designated to print to. If they don't click 'OK' within 20 seconds, the job times out and the job will not print.

If they don't have any money on their Texan Card, the pop up message will tell them that they cannot print until funds are added and a link is given so that they can add them.
www.tarleton.managemyid.com

No release station is required to print jobs to direct queues.

A **HELD QUEUE** also is just like it sounds. When an individual logs onto a computer within a general access lab (Coba 212, WGym 105, Math 226, Sci207,207a, or Hickman) and the Dick Smith Library, the default printer will be a held queue called 'HQ-Print to Any Release Station'. Once a student clicks 'Print', they will get the same pop up message as a direct queue print job. Jobs will not be released to the held queue until they click 'OK' on the pop. The same time out rules apply as direct queues (20 seconds)

At this time, their print job is sent up to the server in what is called the held queue. *Jobs are held in the queue for ONLY 24 hours.* The student will retrieve their print job by walking up to any release station (Omega ps200) located in any of the general labs and swiping their Texan Card or logging in with their NTNET credentials. At this time, a list of print jobs associated with the student will appear on the screen. At this time, they select the job they want to print, click 'OK', and it is at that time they are charged for the job.

With **direct queue** printing students have one opportunity to check the charges – the lone popup message on the PC.

With **held queue** printing, they have two chances, once on the popup message and once at the Omega.

There are 4 cost groups associated with the Pharos system:

Freeprint	All faculty/staff
Students	All students
Guests	Guests of the library - they will have to buy print cards from the library
Visitors	Groups using CII facilities for events. Summer Camp, Boy Scouts, Etc.

At this point, whether they have used a direct queue or a held queue, they should have a completed print job in their hands.

Everything on the technology side should be fairly straight forward. The different Direct Queues and the HQ-Print to Any Release Station will be installed using packages in Altiris so no manual printer installation should be required.

As long as student's have funds on their Texan Cards, there should be no technical problems with the system.

Just an FYI regarding the technology for everybody...

In *general access labs* (Coba 212, WGym 105, Math 226a/b, Sci207/a, and Hickman) and the Dick Smith Library the default printer will be 'HQ-Print to Any Release Station'. Release stations will be located by the public printers in these locations and jobs can be released and printed from any of them, regardless of where they were submitted from.

In *all other teaching labs* the default printer will be 'Print to Room##'. As an alternative, the 'HQ-Print to Any Release Station' queue will be there also, so if they wish they can print to the held queue and release it within 24 hours from any release station.
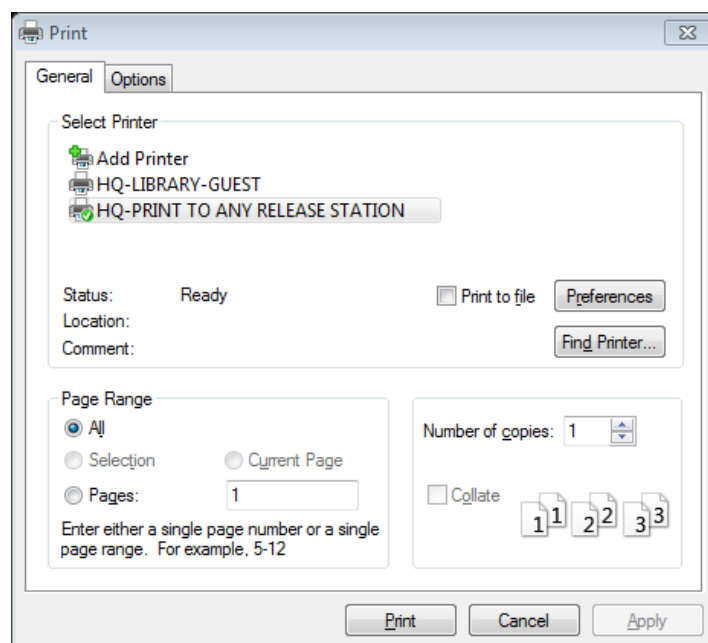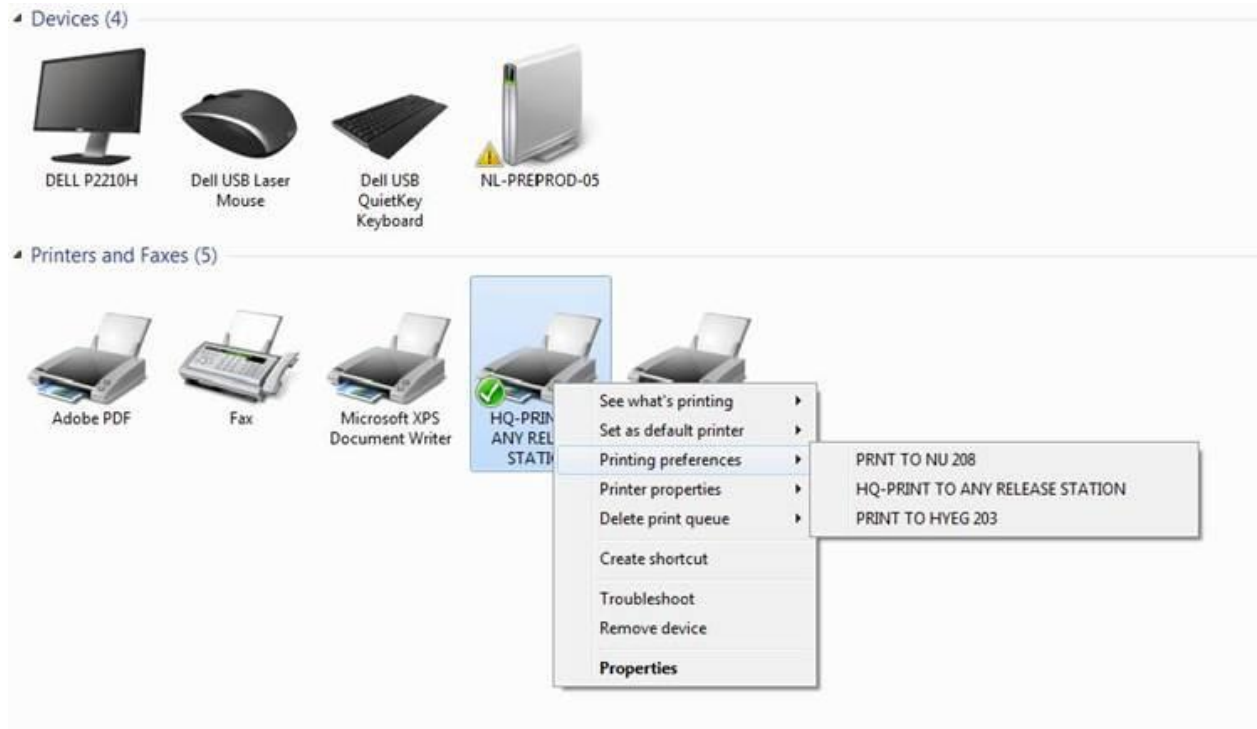
ALL PRINTERS WILL DEFAULT TO PRINT SINGLE SIDED.

If students have multiple pages they would like to print and would like to do is as cheaply as possible, then they will want to print double sided. (b&w 1 side is 5 cents/sheet, b&w 2 sided (duplex) is 8 cents/sheet).

To print duplex, the user has to configure it on the PC themselves:
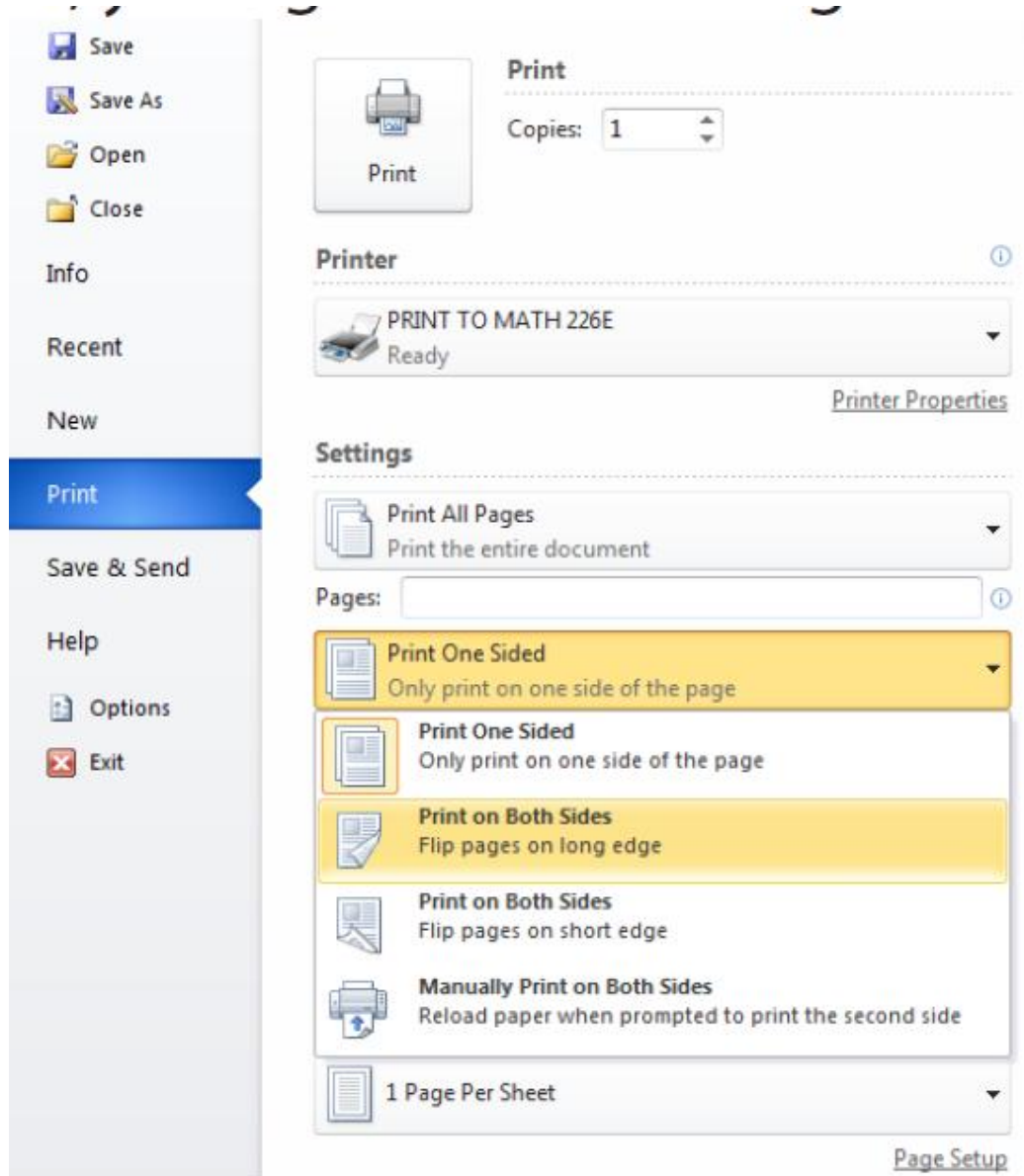
Additional Information about printer settings and queue is available at:

http://online.tarleton.edu/tech_support/printing.htm

RELEASE STATIONS

Users may wipe their Texan Card to bring up their account and show their queued jobs. If they don't have their Texan Card, they type in their NTNET username and password at the releases station. Typing in a username and password slows the process down so please encourage students to use their Texan Card.
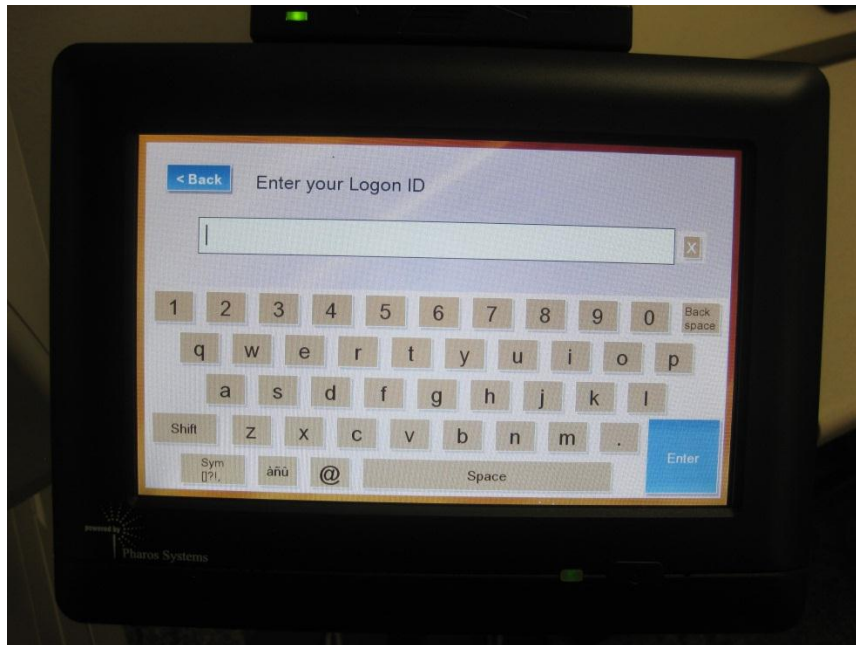

Once logged in, they will see a list of queue jobs and the balance of their Texan Card. The cost of each job is shown at the bottom of the screen when it is highlighted. There is also a button to print the entire list.
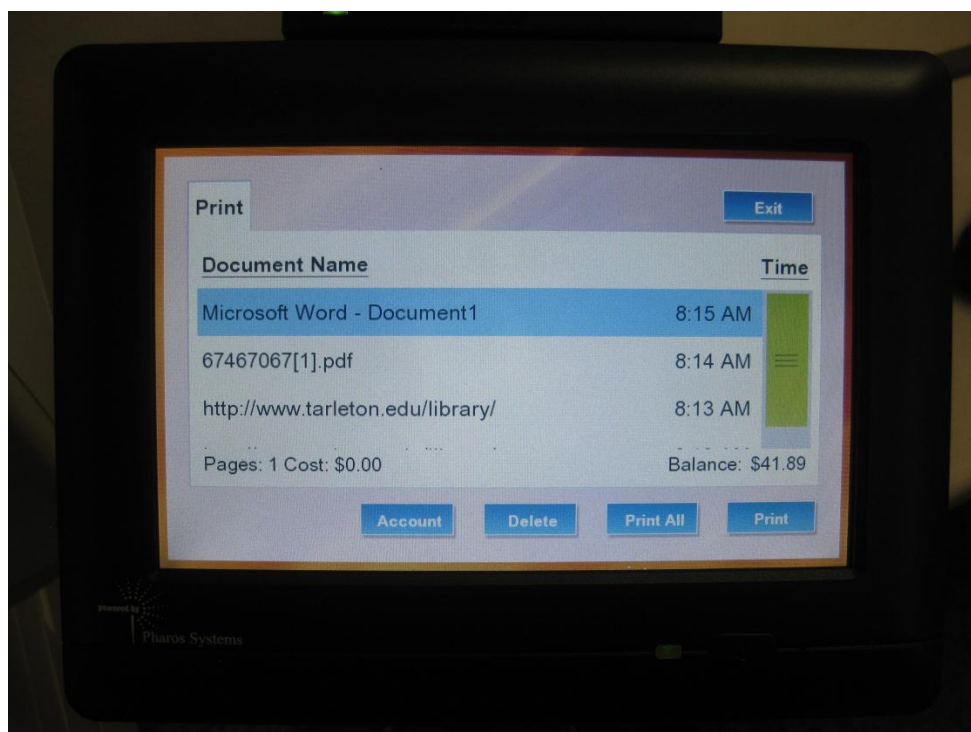
GUEST PRINTING IN THE LIBRARY

After June 1, when the university begins charging for printing, library guests will use the new systems as well. Guest will need to use/select the HQ-LIBRARY-GUEST print queue.
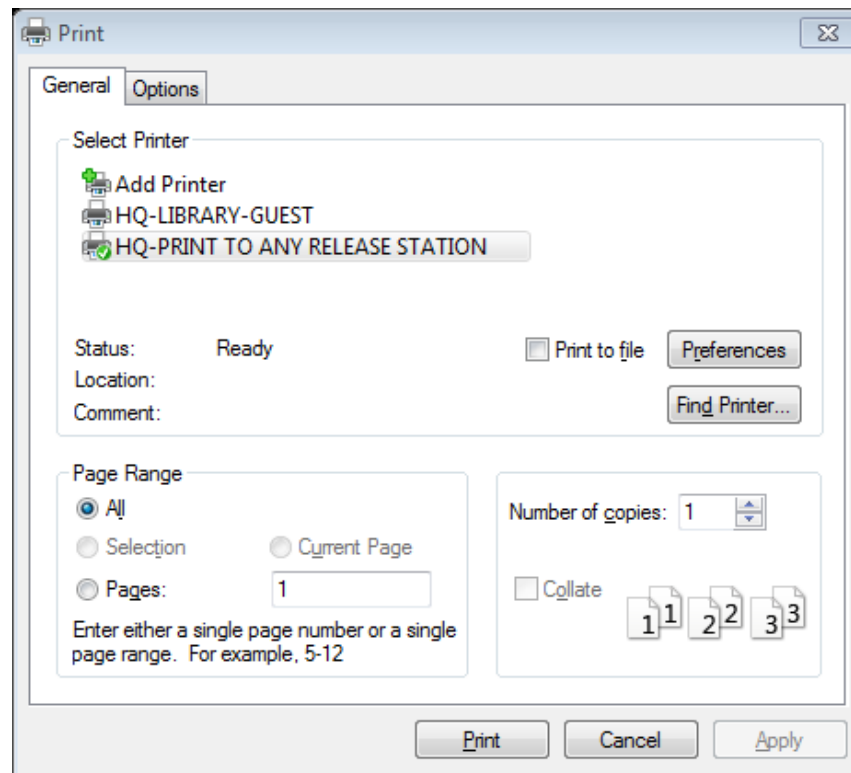
This will cause the guest queue pop-up to appear so they may enter the number off their Tarleton State University Copy Card to pay for prints. Copy cards are available from the kiosk in the lobby of the Dick Smith Library.
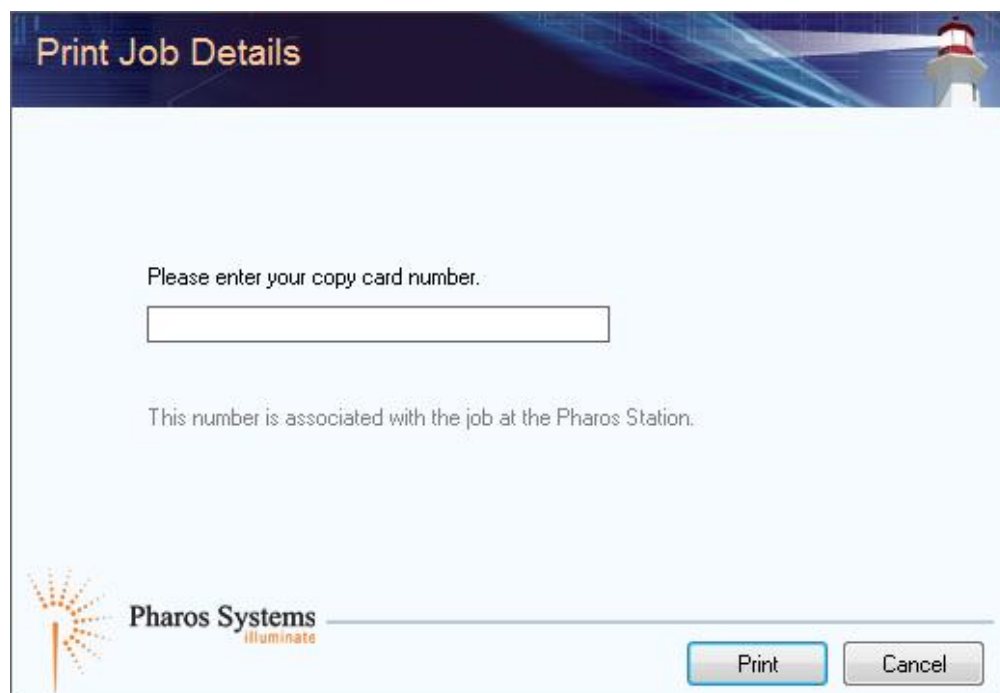
Once the guest has entered their copy card number at the computer, they will go swipe it at the printer station to pay for and release their document.

As the front lines people dealing with this change, of course we realize that a lot of the anger/frustration with the new system will be thrown on us whether it is our fault or not and regardless of being able to do anything about it. All we can do is make sure that students get what they need. We should NOT discuss the policies or politics behind the decision to implement this system. Our job is to make sure the system works and students get their print jobs. For any complaints from students, again send them to the website www.tarleton.edu/savepaper.

PHAROS SOFTWARE

Remote Administrator Tool

The remote administrator tool is an end user application installed on the computers of student workers, librarians, and/or college level tech. The remote admin tool will allow users to look up printed jobs, queued jobs, past transactions, and provide reprints for students.

Start – All Programs – Pharos – Pharos Remote
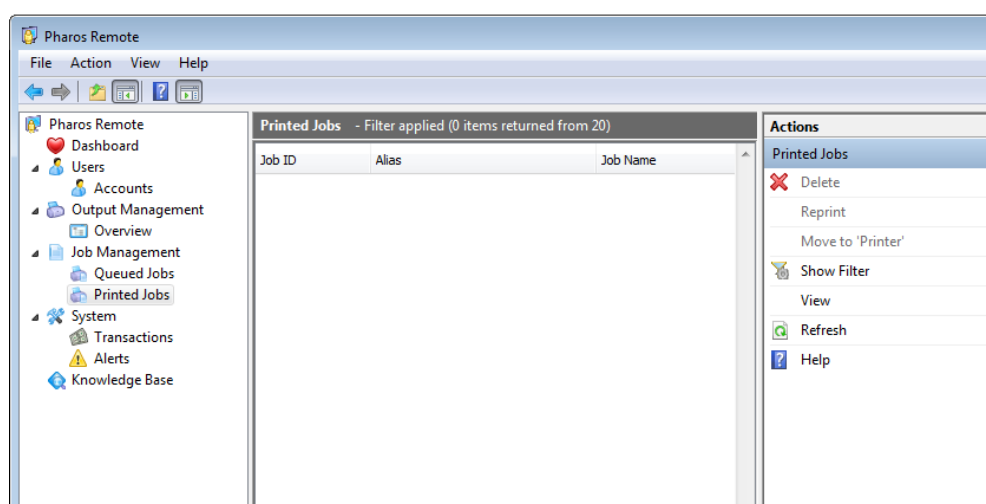
4 main panels:

User – Accounts
  The 'accounts' that appear under users are not just actual user accounts for the system. A
  'user' account is created as soon as a student logs onto a printer and clicks 'OK' on the pop up
  message so there will eventually be hundreds, probably thousands, of users in this list.

Output Management – Overview
  This screen lays out all of the different direct and held queues that are in the system. If you
  ever need to see where a particular printer is located, this is probably the best way within
  Pharos to do that. The naming convention for printers is pretty self-explanatory. It is bldg-
  room-p01. If there is more than one printer in the room then it will be bldg-room-p02.

Job Management – Queued Jobs

This screen will show you all of the jobs that are currently stored in the print queue. ***Jobs are only held for 24 hours.*** This is very important because after 24 hours, the job disappears and cannot be recovered. You can sort the queued jobs by the name (if the student knows it, usually the file name of what was printed), the user (their ntnet account), and even job arrival time if the user remembers exactly when they sent it to the printer.

You can print the job from this queue for the user. Jobs printed from this panel are not re-prints, they are the initial print so make sure and leave the users name checked in the 'print job' popup so that they are charged.

Job Management – Printed Jobs

This screen will show you all of the jobs that have been printed via a direct queue and that have been release by users from the held queue. Jobs stay here for 24 hours just like the held queue jobs. Since jobs printed to direct queues are charged as soon as users click OK, they also show up in the System-Transactions pane. You can do free reprints from this panel. Criteria for reprints are outlined later on in this document.

System – Transactions

This screen shows print jobs that have been printed via a direct queue and have already been released from the held queue. You can't do reprints from this screen. Jobs stay in this panel until they are archived, which will probably be after each semester but that is subject to change.
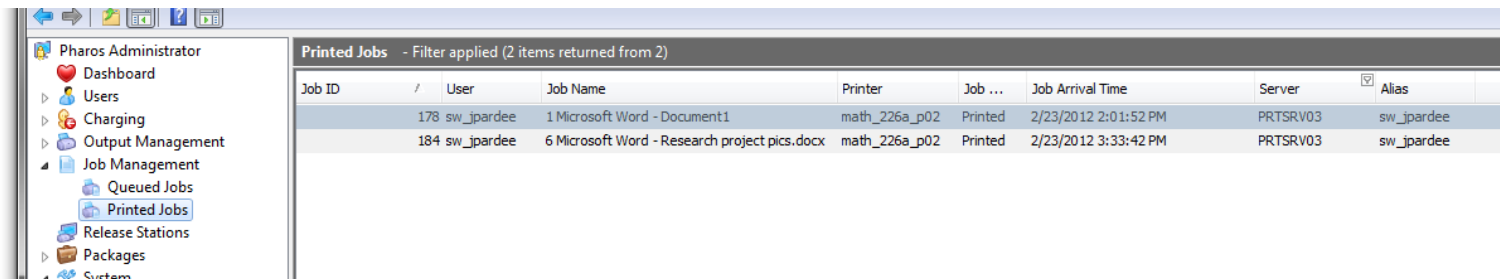
System – Alerts

This screen shows system alerts, warnings, and provides information regarding deleted print jobs.

How to Re-Print

ALL reprints must be done within 24 hours of the initial job. Jobs are only held for 24 hours.

To do a reprint, open up the Pharos Remote console, log in, and select 'Printed Jobs' under the 'Job Management' section of the control pane.

Once you have selected 'Printed Jobs' you will see printed jobs from the previous 24 hours. If a job does not show up in the pane, it might not have yet been released from a held queue so check there if you can't find it.

To do the reprint, select the job you want to reprint and on the right side of the screen in the Action pane, select 'Reprint'. This will print the job on the same printer that it was originally printed on. Check their ID to make sure the job belongs to them and then click OK to reprint.

If you are doing the reprint from a location that is different than the original then from the same Action pane on the right, click on 'Move to Printer' and you will get a list in a pop up of all of the available printers. Select one that is in your immediate area and print it.
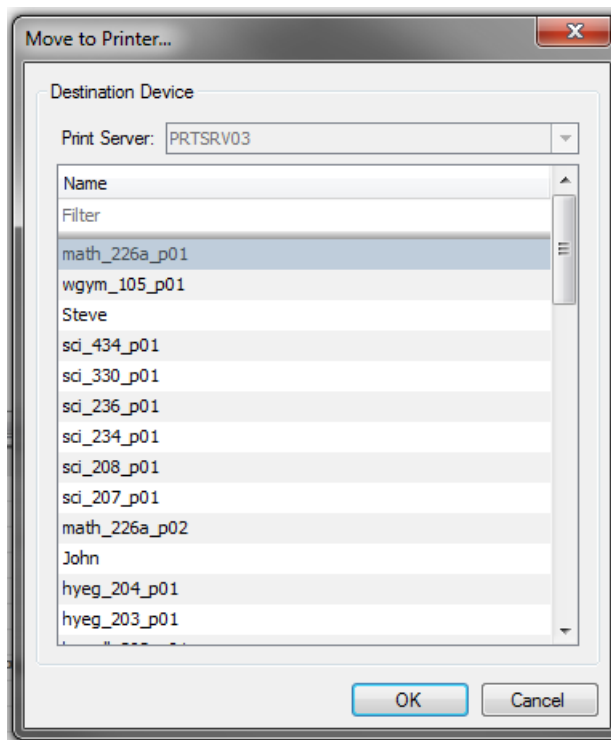
If you are in the situation that somebody needs a job printed from the held queue and there is not a release station available or the one in your area is malfunctioning, you can print it from the Queued Jobs Pane under Job Management.

Select 'Queued Jobs' under Job Management and select the queued job that you would like to print then on the right side in the Action pane click on 'Print Job'. Since this is not a reprint, you have to make sure that the check box next to Charge to User is checked so that their account is debited.
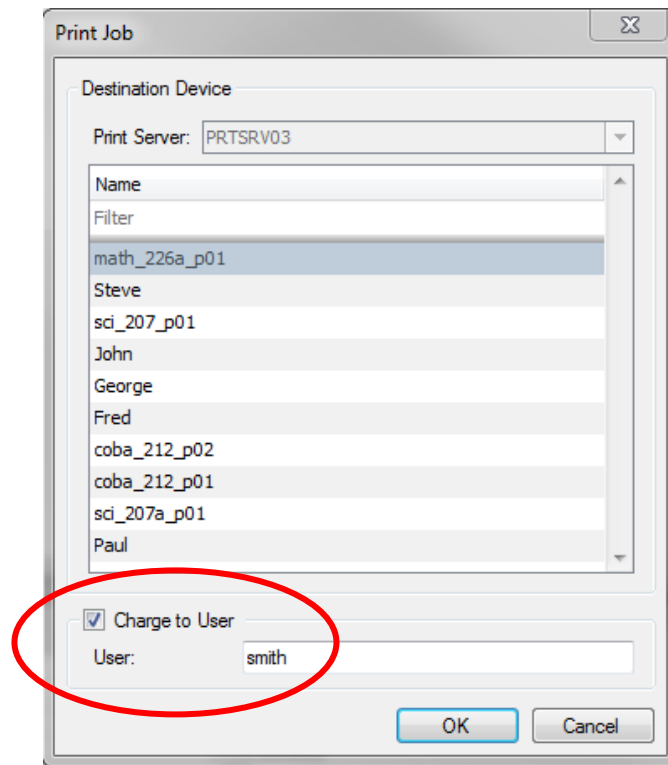
Reprint Criteria

You can do reprints (within 24 hours of the initial print time) for students for the following reasons (in these instances keep the original and give the student the reprint):

> *Printer malfunction* - jams, toner low, crinkled paper

When you do a reprint - keep the original, write down the date/time of the reprint, and the NTNET ID of the patron.

You cannot do reprints for the following reasons:

> *User error*:
> > Printed accidental double/single sided
> > Printed the wrong document
> > Colors are wrong
> > Typographical errors (spelling, grammar, etc.)

> *No Funds:*
> > If a student needs a job printed/reprinted and they have no funds in their Texan Bucks account, direct them to www.tarleton.managemyid.com

> *User Dissatisfaction*
> > If a user just doesn't like the way something looks or printed something on accident, that does not justify a reprint

If a student is unhappy with their print job and they do not want a reprint, we absolutely do not handle money or fund reimbursements. If they want their money back, give them the form on the next page and it will be handled on a case by case basis. Students have 5 days to submit their request for a printing credit.

By NO means do we want to cause a confrontation with any student over printing. If somebody is being overly aggressive regarding their print job, just print it for them. If it becomes a repeated problem with certain individuals, report it and we will handle it.

"WHEN IN DOUBT, JUST PRINT IT OUT"

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Tarleton State University
Request for Printing Credit

Please complete all of the fields on the form. Incomplete or illegible forms may cause a delay in processing the credit request. Completed forms should be returned to the lab staff. YOU MUST SUBMIT YOUR REQUEST WITHIN 5 DAYS OF THE PRINT JOB. Credit requests will be processed within 5 business days of the date received.

Date of Request: _____

Your Name: _____ Phone Number: _____

Go Email: _____

Your Signature: _____

Record the following:

YOU MUST SUBMIT YOUR REQUEST WITHIN 5 DAYS OF THE PRINT JOB.

UID: _____

Document Name: _____

Date and Time of Print Job: _____

Number of Pages: _____   Location or Lab: _____

Reason for Credit Request: Please give us as much detail as possible:
_____
_____
_____

Staff:
Request accepted by (please print): _____

Supervisor Use:
Credit Approved: _____ Approval Denied: _____   Date:_____

Reason Denied: _____

Supervisor's Signature: _____