

Email Printing

Email printing is the ability to submit a print job by attaching a document to an email. The email is then sent to one of two email addresses (Black & White or Colour).

What do I need to use email printing?

You must submit your print email from an NUI Galway email account. It can be submitted from a PC, either on-campus or off-campus. You can also submit email print jobs from any mobile device, such as laptop, iPhone, Android phones, iPads; etc. The only requirement is that you are logged into your NUI Galway email account.

How do I print using email printing?

Do the following:

- Log into your NUI Galway email account and create an email
- Attach the document you wish to print (see below for a list of document types which can be printed)
- Send it to one of the following email addresses
 - bwprint@nuigalway.ie (for Black & White printing)
 - colourprint@nuigalway.ie (for Colour printing)
- Release your print job at any Print Release Station

What documents can I print with email printing?

You can print the following document types:

- Microsoft Office documents (Word, Excel & Powerpoint)
- Openoffice (Doc, Spreadsheet & Presentation)
- PDF, JPG, GIF, PNG, TIF, BMP

Features & restrictions

Apple image files have a filetype = JPEG. These cannot be printed.

A 25MB attachment limit applies to these documents.

If your email signature contains any graphics, such as the college logo, the print server will also see this as an attached document and submit it for printing. This occurs when the image size is greater than 6 kilobytes in size. You can, of course, choose not to print it when releasing the document you wish to print.

All document will be printed single-sided (simplex).

Report a fault

Please report any printer faults – this can be done by going to the Service Desk Ticketing System servicedesk.nuigalway.ie and logging a ticket.

Include the following information:

- Printer location (if known)
- Name (label at front of printer)
- The issue you are experiencing

Please note that ink toner outage is automatically reported to the supplier.

Information Solutions & Services (ISS) have additional Quick Start Guides available to print from our website.

Advice and Support

Advice and support on how to use IT services are available from the Library & IT Service Desk. The Service Desk is located in the foyer of the James Hardiman Library. We recommend visiting the ISS website (nuigalway.ie/iss4students) for advice and information on services provided in advance of raising a support request.

In addition, please visit the Library & IT Service Desk Facebook page (James Hardiman Library, NUI Galway) for the latest service status information.

How do I raise a support request?

1. Log in to the Service Desk Ticketing System (servicedesk.nuigalway.ie) and raise a ticket.
2. Drop in to the Library & IT Service Desk located in the James Hardiman Library (Ground Floor).
3. Phone the Service Desk on (091) 495777.
4. Email servicedesk@nuigalway.ie with your query.

Feedback

We welcome all feedback on your experience of our service and any comments on how we can improve. You can respond to the survey provided on the closure of your ticket or can also send your comments to servicedesk@nuigalway.ie with the subject line 'Feedback'.



Check the ISS website for the most up to date information:

nuigalway.ie/iss4students/printing

Forgot your Campus Account password?
Go online to CASS – cass.nuigalway.ie
and click 'Forgot Password'



Quick Start Guide Printing Using the Multi-Function Printers

Check the Information Solutions & Services (ISS) website for the most up-to-date information:

nuigalway.ie/iss4students/printing

NOTE: Information Solutions and Services (ISS) or any other department within NUI Galway WILL NEVER request details of your Campus Account password via email or ask you to verify your account

Print Service

The print service allows users to print, copy and scan documents using the Multi-Function Printers (MFP) located around campus. Print jobs can be sent to a Multi-Function Printer (often referred to as a 'Print Queue', i.e. when you click 'File', 'Print' and select your printer) via PC (PC Suite), Email (only through your NUI Galway email address) or Wi-Fi (requires Wireless Package download).

Printing at a NUI Galway MFP is a two step process

1. Your print job has to be sent to a printer via one of the methods above.
2. Your print job then needs to be released at a printer, by you, at which time the cost of printing will be taken from your Print Credit.

Who can use the service?

Any student or member of University staff. The service can also be used by members of the public via the library walk-in service.

Users must have:

- A network-attached PC or a Wi-Fi enabled laptop
- A valid Campus Account & sufficient print credit
- For Email printing, the user must use their NUI Galway email account

Setup instructions

In the **General Access PC suites**, both print queues are installed by default. Users can select which print queue they wish to use:

BW_Release - Black & White only

Colour_Release - Colour

The print jobs are submitted to a release queue and you can visit any MFP to release and print your job. You will be charged once your job is released. If you are printing a colour job ensure the printer you choose is a Colour_Release MFP. Your print job will be available up to 24 hours after it was submitted.

Departmental PC Suites may have dedicated printers available within the suite. You can use these to print your document by clicking 'File', 'Print' and selecting the default printer (Departmental Printer). It is also possible to use the two MFP print queues mentioned above by choosing the one you wish to use. Please note print jobs sent to Departmental PC Suite printers do not need to be released, once you confirm the print credit costs your print job will print automatically.

Managed Print Service (Staff Only)

NUI Galway has a fully managed print service available for staff for the supply, installation and maintenance of MFPs, and the replenishment of paper and other consumables such as toner.

The service is available to all units, and is recommended as the most cost advantageous method of ensuring a reliable and cost-effective print service. There is no capital outlay for these devices; departments agree in advance to pay a monthly bill based on actual usage, i.e. pay per page printed, copied or scanned. ISS will issue monthly bills to the relevant department requesting payment via an internal transfer.

Information on costs relating to this service are available on the ISS Printing website: nuigalway.ie/iss4staff/printing

Through the Managed Print Service (MPS), the third party vendor, MJ Flood, takes primary responsibility for meeting the customer's office printing needs, including printing equipment, supplies, service and overall management of the printer fleet.

Print Costs

The costs for printing, photocopying and scanning are displayed at each Print Release Station and also available online at the ISS website: nuigalway.ie/iss4students/printing in the Print Credit section and the FAQs.

How do I log in to a Multi-Function Printer?

You log into your chosen printer either manually via the touchscreen or by swiping your card where indicated on the printer itself.

Printing

You can release your print job at any of the Multi-Function Printers.

Your print jobs will be listed on the screen, you can choose to 'Print All' or choose each print job individually by touching the individual file name on the screen.

Scanning

You can scan a document to your email from a Multi-Function Printer.

1. Place your document on the glass or in the page feeder.
2. Press the button for 'Scan'.
3. On the touchscreen choose 'Email Me' and verify your email address is correct.
4. Click 'Start' and your document will be scanned.
5. Multiple documents put into the page feeder will scan as one document.
Multiple pages scanned separately and each page to be emailed separately
6. If you wish to have multiple pages scanned and emailed individually, you need to place each page on the glass separately and press 'Start'.
Multiple pages scanned separately to be sent as one document
7. If you wish to have multiple pages scanned and emailed as one document but are unable to place all together in the document feeder, then choose 'Email Me'.
8. Choose 'Separate Scan' from the scan settings.
9. Place each page on the glass separately and press 'Start'.
10. When all pages have been scanned press 'Finish' and then press 'Start'.
11. Additional document options are available on the touch screen such as, but not limited to:

Zoom—enlarge or reduce page size & Duplex/Combine—one sided or double sided

Photocopying

You can photocopy a document at any Multi-Function Printer.

1. Place your document on the glass or in the page feeder.
2. Click the button for 'Copy'.
3. Before photocopying there are document options available on the touch screen such as, but not limited to:
 - Colour or Black&White (only applicable to Colour Release MFP)
 - Paper size (only applicable to MFP with A4 and A3 paper installed)
 - Duplex/Combine—One sided or two sided
 - Zoom—enlarge or reduce size
4. Click 'Start' and your document will be photocopied.

nuigalway.ie/iss4students/printing



Print Credit

Purchasing Print Credit Online

You can purchase print credit online at printcredit.nuigalway.ie/.

1. Click on 'Top-Up Your Own Credit'
2. Input your User ID and your Campus Account password
3. Click on 'Online Top-up'
4. Fill in the amount you wish to credit to your account (€10.00 minimum) and you will be redirected to a secure payment page for you to enter your credit or debit card details.

The print credit will be immediately added into your account.

Purchasing Print Credit From Cash Kiosks

Credit can also be purchased from Print Kiosks located in: the Print Release Room 125A, opposite the Arts and Science PC Suite in the Arts & Science Building, the front foyer in the Cairnes' Building, the Engineering Building and also in the James Hardiman Library.

1. Scan your card or login manually using the touch screen monitor.
2. Your balance will be displayed, insert the notes or coins to credit your account.
3. Your balance will be updated on the screen and available to use immediately.

Checking Credit Balance

You can check your print credit balance online at printcredit.nuigalway.ie/.

Wi-Fi Printing

Wi-Fi Printing is available to users connected to the NUIGWIFI and eduoam network. See our website for the most up-to-date information on supported versions/devices.

Who can use the service?

Staff or students that are connected to the NUIGWIFI or eduoam network.

What do I need to access the service?

- Print Credit - can be purchased from print kiosks or via the online print credit system.
- NUIGWIFI or eduoam connection - connect your laptop following the instructions which are available on the ISS website. nuigalway.ie/iss4students/wifi
- Wireless Print Package* - You MUST install a wireless print package. Please refer to our webpage for further information.
- The wireless print package will install two print queues on your laptop:

Wireless_BW_Release & Wireless_Colour_Release.

Important - Jobs sent to wireless release queues don't print directly. They are held in the wireless release queue for 24 hours until released by you from a print release station. Details on locations of print release stations are available from the ISS website.

* **Note:** Your Campus Account User ID is required to submit print jobs to the Wireless Release Queues and to release them from print release stations.

Removing the Wireless Print Package

Wireless print package can be removed by following the instructions available on our webpages. This typically only takes a few minutes to complete.