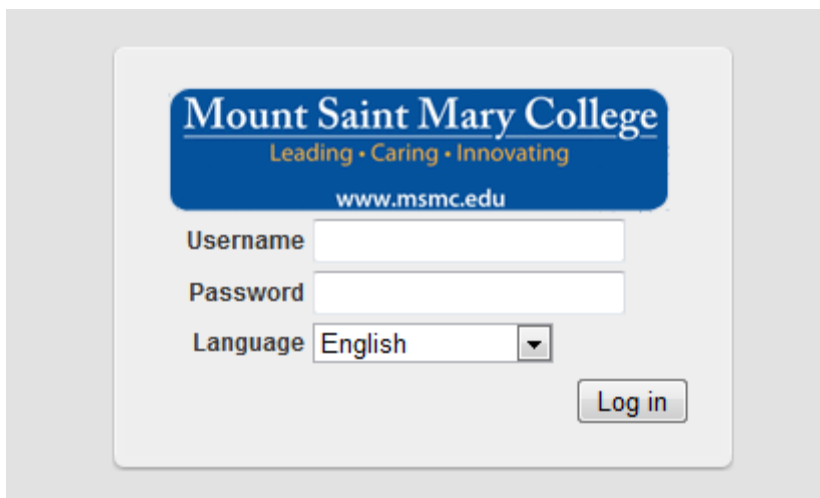


Requesting an adjustment to your printing allocation due to technical difficulties

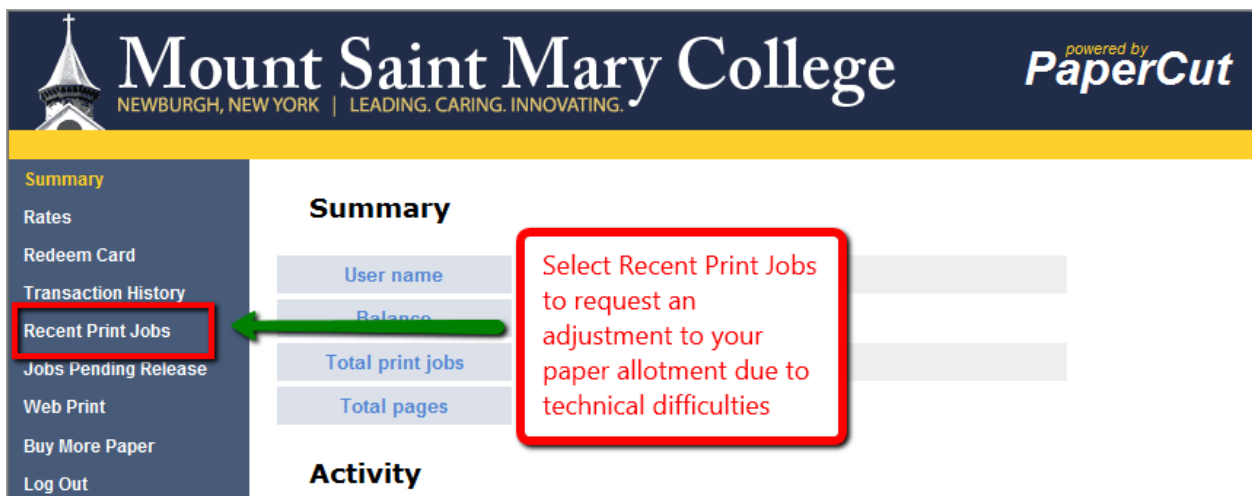
If you experience an issue while printing, such as a paper jam or other technical difficulties, you can request an adjustment to your printing allocation so that those unusable pages of that print job can be added back into your printing allocation.

To request an adjustment login to your papercut account (there are links off the library's web page and the PaperCut FAQ, or you can enter the URL directly by pointing your browser to <http://printers.msmc.edu:9191/user/>



The image shows a login form for Mount Saint Mary College. At the top is the college's logo with the text "Mount Saint Mary College" and "Leading • Caring • Innovating" above the website "www.msmc.edu". Below this are three input fields: "Username", "Password", and "Language" (a dropdown menu currently set to "English"). A "Log in" button is located to the right of the language dropdown.

After you login to your PaperCut account, select Recent Print Jobs from the left-hand navigation menu.



The image shows the PaperCut account dashboard for Mount Saint Mary College. The header includes the college logo, name, and "powered by PaperCut". A left-hand navigation menu lists various options: Summary, Rates, Redeem Card, Transaction History, Recent Print Jobs (highlighted with a red box and a green arrow pointing to the Summary section), Jobs Pending Release, Web Print, Buy More Paper, and Log Out. The main content area is titled "Summary" and displays a table with the following rows: "User name", "Balance", "Total print jobs", and "Total pages". A red box with text is overlaid on the right side of the dashboard, stating: "Select Recent Print Jobs to request an adjustment to your paper allotment due to technical difficulties". Below the summary table is an "Activity" section.

A listing of your recent print jobs displays. Select the print job where you experienced the technical difficulty.

Mount Saint Mary College
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powered by
PaperCut

Logged in as: garofalo

Summary

Rates

Redeem Card

Transaction History

Recent Print Jobs

Jobs Pending Release

Web Print

Buy More Paper

Log Out

Show Filter (filter active: remove)

Usage Date	Charged To	Printer	Attributes	Status
Jul 22, 2011 9:12:29 AM	garofalo	printers\Library Middle Floor SHARP MX-2600N PCL6	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 75 in TA000843 PCL6	Printed [request refund]
Jul 20, 2011 2:05:48 PM	garofalo	printers\Library Middle Floor SHARP MX-2600N PCL6	LETTER (ANSI_A) Duplex: No Grayscale: No 848 in 10.128.8.122 PCL6	Printed [request refund]
Jul 20, 2011 7:35:13 AM	garofalo	printers\Library Middle Floor SHARP MX-2600N PCL6	LETTER (ANSI_A) Duplex: No Grayscale: No 1,345 in IP184-171-185-72 MSMC.EDU PCL6	Printed [request refund]
Jul 20, 2011 7:28:24 AM	garofalo	printers\Library Middle Floor SHARP MX-2600N PCL6	LETTER (ANSI_A) Duplex: No Grayscale: Yes 75 in	Printed

The request box is located under each individual print job. Select the print job where you experienced technical difficulties.

Choose whether you are requesting an adjustment for the entire print job or for a portion of the pages, and then provide details about the technical difficulty you experienced.

Summary

Rates

Redeem Card

Transaction History

Recent Print Jobs

Jobs Pending Release

Web Print

Buy More Paper

Log Out

Refund Request

All refund requests will be reviewed by the administrator.

Job Details	
Time	Jul 22, 2011 9:12:29 AM
Pages	1
Cost	\$0.05
Document Name	http://think.thedigitalshift.com/Checkout2.aspx
Printer	printers\Library Middle Floor SHARP MX-2600N PCL6

Refund Details	
Refund Amount	<input checked="" type="radio"/> Full amount <input type="radio"/> Partial amount: \$0.00
Reason for Request	<div></div>

Send Cancel

Select full or partial adjustment and then provide the details surrounding the technical difficulty experienced while trying to print out that particular document, then click Send

Please note that it may take up to two business days before the request is reviewed.