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Requirements

**Supported Browsers**
Operating Systems:
- Internet Explorer 10.0
- Mozilla Firefox 27
- Google Chrome 29
- Apple Safari 6.0

**Supported Email Accounts**
- WVU Office 365
- HSC Office 365
- WVU Student Email (MIX)

**A Valid Mountaineer Card with Mountie Bounty or Value Card**
For more information about Mountie Bounty, please visit [http://wvucard.wvu.edu/debit_plans](http://wvucard.wvu.edu/debit_plans) or call 304-293-CARD.

**An active MyID account**
For more information about MyID, please visit [https://myid.wvu.edu](https://myid.wvu.edu) or call 304-293-4444.
Available Locations

- Brook Tower – Main Lobby
- Arnold Hall – Main Lobby
- Summit Hall – Main Lobby
- Allen Hall – Teaching & Learning Technologies Center – Fourth Floor
- Downtown Library – All Printers
## Supported Document formats

<table>
<thead>
<tr>
<th>Application</th>
<th>File Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft® Word</td>
<td>.doc, .docx, .dot</td>
</tr>
<tr>
<td>Microsoft® Excel</td>
<td>.xls, .xlt,xlsx, .xlsx, .xls, .xlsm</td>
</tr>
<tr>
<td>Microsoft® PowerPoint</td>
<td>.ppt, .pptx, .pptm, .pot, .pps, .potx, .ppsx</td>
</tr>
<tr>
<td>Microsoft® Publisher</td>
<td>.pub</td>
</tr>
<tr>
<td>OpenDocument</td>
<td>.odt, .ods, .ott, .odp, .odg, .odf, .odp</td>
</tr>
<tr>
<td>Comma Separated Values</td>
<td>.csv</td>
</tr>
<tr>
<td>Adobe Portable Document Format</td>
<td>.pdf</td>
</tr>
<tr>
<td>Rich Text Format</td>
<td>.rtf</td>
</tr>
<tr>
<td>Text files</td>
<td>.txt</td>
</tr>
<tr>
<td>Image formats</td>
<td>.jpg, .jpeg, .gif, .png, .bmp, .tif</td>
</tr>
</tbody>
</table>
Accessing the MyPrinting Website

1. Open your web browser and visit https://myprinting.wvu.edu/.

2. Enter your MyID username and password and press Log in.
3. You are now signed into MyPrinting.
Checking available balance

Your available balance is displayed at the bottom of the screen.

<table>
<thead>
<tr>
<th>Payment method</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Funds: $27.66</td>
</tr>
<tr>
<td>Mountaineer Balance: 27.66</td>
</tr>
</tbody>
</table>
View your print queue

Your print jobs are displayed at the center of the screen.

<table>
<thead>
<tr>
<th></th>
<th>Type</th>
<th>Title</th>
<th>Print Preview</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
<td>MobilePrint Test</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>0</td>
<td></td>
<td>MPTest.doc</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>
Uploading a document to be printed

1. Press the upload button.

2. Select the file you wish to print.

3. Your document will process and be available for printing.
Emailing a document to be printed

1. Email the document as an attachment to one of the following email addresses.

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:paidprinting.bw@mail.wvu.edu">paidprinting.bw@mail.wvu.edu</a></td>
<td>For Black and White, Print only on one side</td>
</tr>
<tr>
<td><a href="mailto:paidprinting.color@mail.wvu.edu">paidprinting.color@mail.wvu.edu</a></td>
<td>For Color, Print only on one side</td>
</tr>
<tr>
<td><a href="mailto:paidprinting.bw.2sided@mail.wvu.edu">paidprinting.bw.2sided@mail.wvu.edu</a></td>
<td>For Black and White, Print on both sides</td>
</tr>
<tr>
<td><a href="mailto:paidprinting.color.2sided@mail.wvu.edu">paidprinting.color.2sided@mail.wvu.edu</a></td>
<td>For Color, Print on both sides</td>
</tr>
</tbody>
</table>

2. You will receive an email confirmation when your document has been processed and ready to print.
Deleting a print jobs

1. Select the print job you want to delete.

<table>
<thead>
<tr>
<th>Delete</th>
<th>Refresh</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Title</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MobilePrint Test</td>
<td></td>
</tr>
</tbody>
</table>

2. Press the Delete button.

<table>
<thead>
<tr>
<th>Delete</th>
<th>Refresh</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Title</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MobilePrint Test</td>
<td></td>
</tr>
</tbody>
</table>
Change printing options

Print options may be changed on documents upload to the MyPrinting website or sent by email.

1. Select the document you wish to change the printer options.

   ![Image of a table with columns for Type and Title, showing an entry for MobilePrint Test]

2. Change the options at the bottom of the screen.

   ![Image of a print options panel with options for color and pages per side]

   ![Image of a print options panel with options for sides and copies]

   ![Image of a print options panel with options for color and pages per side]

   ![Image of a print options panel with options for sides and copies]
Contacting the Service Desk
If you are still having trouble installing a printer or if you have questions, please contact your Service Desk:

Users on the WVU Main Campus, contact OIT Service Desk at 304-293-4444.
For HSC Students, please contact HSC Help Desk at 304-293-3631.
Frequently Asked Questions (FAQ)

1. **How long will my print job be available on the release station?**
   Answer: For two hours.

2. **I printed a job but did not release it to the printer. Will I be charged?**
   Answer: No, you are only charged once you authorized the job to be printed at a release station.

3. **My print job had errors or did not finish completely. What should I do?**
   Answer: You should contact the department level support staff for that printer. They can assist you.

4. **I got a message that said: “No Printer found matching all job attributes.”**
   Answer: A setting in the print job is not supported by the printer. Most often this is an incorrect paper size, such as trying to print paper size A4 on a printer that only supports Letter. Contact the department level support staff for assistance.

5. **I swiped my card at the release station and got the message “Transaction was denied.”**
   Answer: Try swiping your card again, making sure it is flush to the card reader and slide it straight down. If the problem persists, you should have your card checked by Mountaineer Card Services. You will also get this same error if you are using a card which has been reported lost or stolen.

6. **How do I print from an application that is not supported?**
   Answer: Convert it to PDF and print the PDF.