

University of New England EcoPrint Initiative

Information Technology Services

Frequently Asked Questions (FAQ)

Q: What exactly is the EcoPrint initiative?

A: The EcoPrint initiative was implemented to help eliminate paper and print-toner waste and to promote sustainability at UNE.

Q: How do I print to one of the printers in the Library, Computer Lab, or Commons?

A: To print from a Library, Computer Lab, or Commons computer workstation, simply submit your print job from the computer you're logged into, and when prompted, enter your UNE Nor'Easter ID and give your print job a title, or submit your print job using the EcoPrint website (ecoprint.une.edu) and collect it at the printer of your choosing in any of these locations. (NOTE: Print jobs are held for 12 hours, after which they are deleted from the print queue and will need to be resubmitted.)

Q: Can I print from my mobile device?

A: Yes, you can submit print jobs from your mobile phone or tablet device using your device's mobile web browser with the following

URL: <https://ecoprint.une.edu>. You'll need to log in using your Nor'Easter username (e.g. "jsmith3", not "jsmith3@une.edu") and password.

Q: After I send my print job, how do I collect my print out?

A: You'll need your UNE Student ID card and you'll need to go to one of the printers located in the Computer Labs, Libraries, or Kiosk printers, on either the Biddeford or Portland Campus to retrieve your submitted print job.

Q: How do I use the Release Station attached to one the printers?

A: You'll need your UNE Student ID card. With it, simply swipe the card at any of the Computer Lab, Library, or Kiosk printers to see your submitted print jobs and select the job you wish to print.

Q: I've used the release station before, how does it work now? What's different now?

A: The process for releasing your print job is the same. The difference now being that that you'll have a declining balance associated with your account and there are two parts to your declining balance. The first part being your gifted "UNE Complimentary" balance (currently good for 500 printed double-sided sheets); and, the second being funds you add to your "My Pay4Print" balance. When the first balance is depleted, you will need to add funds to your account to make any additional prints.

Q: When will I receive my UNE Gifted balance of 500 sheets of print credit?

A: You will receive the UNE Gifted balance at the start of each academic semester (Fall, Spring and Summer)

Q: What if I need more than 500 sheets of credit during my Academic Term?

A: You'll need to add additional funds to your "My Pay4Print" balance using the e-Accounts portal. (NOTE: See FAQ: How do I add additional Pay4Print funds to my UNE ID Card?)

Q: How often will UNE give additional print credit to my ID?

A: You will receive the gifted "UNE Complimentary" balance at the start of each academic semester (Fall, Spring and Summer)

Q: What happens at the end of each term?

A: Your Gifted Balance will be reset to 500 sheets for the start of the next term

Q: How do I add additional Pay4Print funds to my UNE ID Card?

A:

1. Navigate to the link: <https://eAcct-une-sp.blackboard.com/eaccounts>
2. Login to the portal with your Nor'Easter ID (e.g. "jsmith3", not "jsmith3@une.edu") and password
3. Click the "+Add Money" link in the Pay4Print block or the account detail block on the main page
4. Select a "Deposit Type"
 - a. "Specific Amount"
 - i. Enter the exact amount to you want to deposit
 - b. "Balance Top-Off"
 - i. Enter the Target Balance and the system will calculate the difference between this amount and your current balance (Example: Target balance of \$10.00 for current balance of \$2.50 will calculate to a deposit of \$7.50)
5. Click "Next"
6. Enter your credit card information and click "Submit"

Q: How much does it cost to print a page one sided?

A: \$0.05 (Five cents)

Q: How much does a double-sided print out cost?

A: \$0.075 (Seven and ½ cents)

Q: Can my parents or guardian add additional funding to my Student ID Card?

A: Yes, your parents, guardians and others can add additional funding to your Pay4Print balance. They would go to the same web address (<https://eAcct-une-sp.blackboard.com/eaccounts>) and choose "Guest Login". The Pay4Print system will ask for two pieces of information to make a deposit to your balance; your last name and your UNE e-mail address.

Q: What if my print job fails due to printer malfunction?

A: If you are in the Library, you can check with someone at the Circulation Desk to have them re-release your print job. Otherwise, please contact the ITS Help Desk at ext. 2200 or 4400 from on campus. You will not be charged for print jobs that do not complete or fail to print.

Q: My Student ID card isn't working? Who can help me?

A: If your Student ID card is not working, please contact UNE Safety & Security (ext. 2298, on campus; 207-283-0176, off campus) and they can connect you to the UNE Card Office.

Q: I don't understand how to print using the EcoPrint system. Can someone help me get started?

A: Sure, the folks at the Library Circulation Desk can help or you can stop by the ITS Offices in Biddeford or Portland for assistance. There are also instructions posted at each of the workstations and more information on the ITS portal for your assistance.

Q: I added money to my Student ID Card for printing, but it is not showing up. Who can help me?

A: Please contact the Pay4Print team at eaccountsops@une.edu

Q: Do I get a refund on the balance of print credit I have left when I graduate?

A: The University does not refund any remaining funds at the end of a term or departure from the University

Q: How do Faculty and Professional staff print in these locations?

A: Faculty and Professional Staff can print as they normally have at these locations, without charge.

Q: What if I don't have enough print credit balance for my print job to complete?

A: If either your "UNE Complimentary" or "My Pay4Print" balances are not enough to cover the cost of the submitted print job, then you will not be able to release your print job. You will need to add additional funds before you can release the print job.