

Printing at WSU Libraries

How to Print

1. Upload your document to MyPrintCenter (myprintcenter.wsu.edu). Once you see the document in MyPrintCenter, it will be in the queue at the printers - you do not have to hit print on the MyPrintCenter page.

OR

Pull up the document on a public computer in the library and hit print. Select either CougPrints for black & white prints or CougPrints Color for color prints. After sending the print job, there will be a dialog box that pops up. Enter your NetID (the first part of your email, usually `firstname.lastname`) and do not enter a password.

2. Go to a public printer, swipe your card, select the documents you want to print, and hit print.
3. Log out of the computer by either selecting *Logout* on the menu screen or swiping your Cougar Card.

If you have **never printed at WSU before...**

- You will need to swipe your Cougar Card at a printer to register yourself in the system. If you have already sent a print job and haven't swiped yet, you will need to re-send the job after you have swiped at a printer.

If you have sent a job to the printer and the **print job is not showing up at the printer...**

- the following things could be an issue:
 - Entered student ID number (on your Cougar Card) instead of your student ID/NetID. Use the same username you use for MyWSU or Canvas (usually `firstname.lastname`) and do not include `@wsu.edu`.

If you are **unable to login** to the printer...

- the following things could be an issue:
 - If it says you're logged in somewhere else, you either need to log out of the other printer you were using (swipe their Cougar Card or use the 'log out' button in the printer menu) or wait a few minutes for the machine to log you out. You can only be logged into one machine at a time. If someone else forgot to log out, you can log them out using the button on the printer menu.
 - If it is not recognizing your card, make sure that you are swiping the correct part of your Cougar Card - the red strip on the back. Some students have a Cougar

Card/debit card and will accidentally swipe the debit card strip, which will not work in the printers.

If the printer says your **print job is locked**...

- You entered a password in the dialog box when you printed. You will need to re-enter that password on the printer to release the print job. To make things easier in the future, don't enter a password when sending an item to the printers.

If you are getting an '**A4 error**'...

- A4 is a paper size that is slightly larger than letter size (8.5"x11"). Since our printers only print letter-sized documents, you will need to resend the print job and make sure the size is set to 8.5x11 instead of the A4 size, or select 'fit to page'.

If you need to **scan your ID** to get a PDF copy of it...

- 1. Swipe your ID at the printer to login
- 2. Place your ID face-down in the flatbed scanner part
- 3. Put a blank sheet of paper behind it
- 4. Scan following the instructions above the printer

If you are getting an error that you have **insufficient funds**...

- You will need to add money to your Cougar Card, which you can do here: <https://livingat.wsu.edu/cardinfo/deposit/default.aspx?mode=CC> or google "wsu cougar card add funds."