

Student Mobile Printing FAQ

Where can I get help with mobile printing?

If you need assistance with mobile printing, please contact the IT Help Desk.

How can I print using my personal device?

There are two (2) printing methods available:

- *Web Portal Printing*: Print using the PrinterOn Web Portal from your device's web browser.
- *Mobile Apps*: Install and use an app.

What types of files can be printed?

PrinterOn supports over 100 types of files including Microsoft Office applications (such as Word, Excel, PowerPoint, and Visio), PDF files, and most common image file types.

Is my document secure?

Your document is protected by a secure connection and two levels of strong encryption. PrinterOn also provides a secure Privacy Release Code for your job to ensure that no one other than you can release your print job to the printer. PrinterOn does not store your documents once they have been printed. Your document is held only long enough to convert it into printable data and then deleted from the system.

Why did I receive a message indicating a printer could not be found?

Each PrinterOn printer is provided a unique name. If you receive a message stating that the printer could not be located in the directory, please confirm that the name of the printer is correct and resubmit your job to the printer.

How do I print a web page?

Web pages can be printed in one of two (2) ways:

1. *Web Portal*: Enter the URL of the page using web printing
2. *"Save As HTML"*: Save the webpage as an HTML file type, then print using the Web Portal.

Please refer to the PrinterOn Mobile Printing documentation for additional information and step-by-step instructions on using this feature.

Why does my document look different or is missing information when I print it?

In order to help ensure the security of your documents, PrinterOn disables some features such as Macros in Microsoft Office documents. Macros have become an increasingly common method of transferring viruses. As a result, PrinterOn does not allow Macros to be run when printing a document. In some cases, this may cause your printouts to look different from your original document.

Why does my document take longer than expected to print and then fails?

In some cases, your document may contain information that cannot be handled by the PrinterOn service. These may include password protected documents or documents that require a user to enter information or confirm a pop-up message when it's opened. When this occurs, the PrinterOn printing service may take longer than expected to identify the problem and report the failure. If the problem persists, make sure that your document is not password protected and that the document does not contain pop-ups.