

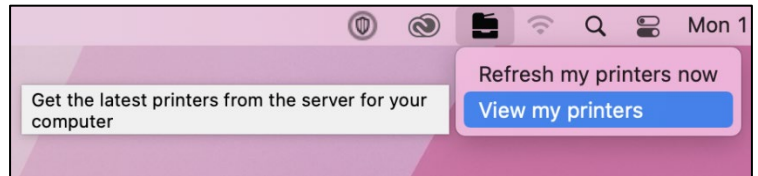
## Introduction

This guide will show you how to print at Griffith University from a Griffith Apple lab computer. The PaperCut print system used on our Multi-function Devices (MFD) provides flexibility and security. It features Myprint\_Student which allows you to retrieve your jobs from any available MFD on campus.

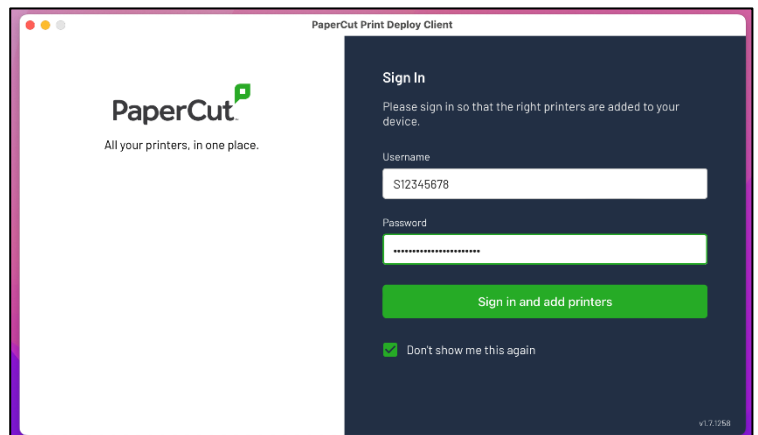
 **Note: Griffith Apple lab computers must be connected to the Griffith physical network or [Griffith wireless network](#) (not Eduroam) to print on campus.**

## Step 1: Sign in and install the Myprint\_Student queue

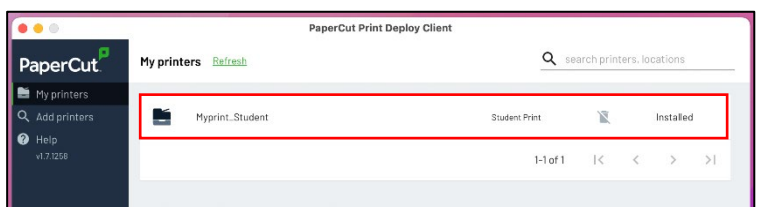
- 1 Click on the **Printer** icon located on the top menu of the desktop. Select **View my printers**.



- 2 A PaperCut sign in window will appear.  
**Sign in** with your **Griffith sNumber** and **Griffith password** then select **Sign in and add printers**.



- 3 The **Myprint\_Student** print queue will begin installing.  
Once the **Myprint\_Student** print queue has installed you can close the window.

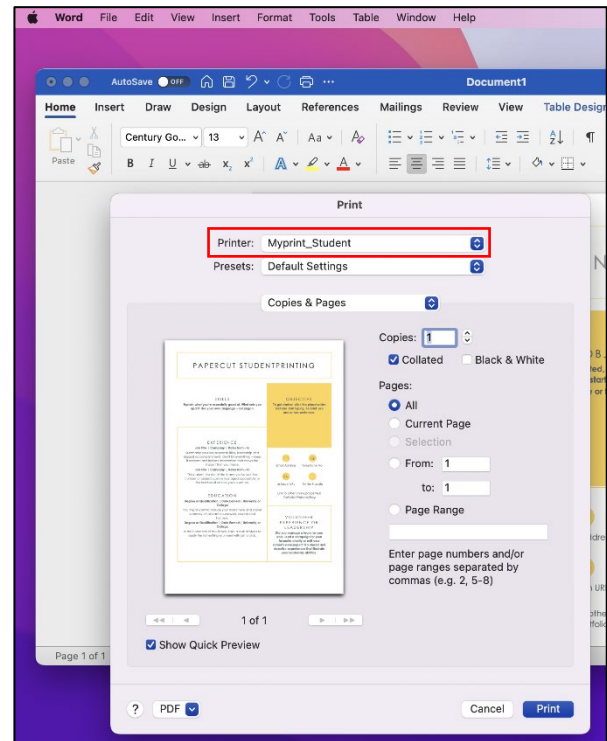


## Step 2: Print your document

- 1 Open the document you want to print.

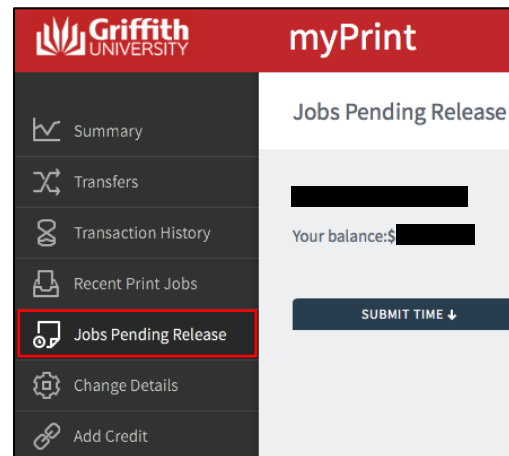
Check the print settings are correct (e.g. colour or black and white copies, double or single sided).

Select **Myprint\_Student** from the list of available printers.



- 2 Check if your document has been successfully sent to the print queue by logging in to your **myPrint portal** at <https://myprint.griffith.edu.au>

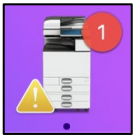
Select **Jobs Pending Release** where your print jobs will be listed.



- 3 Locate a Griffith printer and login using your **Griffith sNumber** and **myPrint PIN**.
- 4 Select **Print Release** and then **Print**.
- 5 Remember to **log out** once you have finished printing.

# Troubleshooting

The first time you print you may see a bouncing printer icon.



- 1 Click on this icon.
- 2 You will then see a list of print jobs with a **Hold for Authentication** status.
- 3 Click on the retry button for one of these print jobs then enter your **Griffith sNumber** and **Griffith password**.

If you tick the **Remember this password in my keychain** option, this will be a one-off requirement for **this session**.

Future print jobs during this session will immediately print to the PaperCut system.

