


How to...

Install PaperCut and Myprint_Staff queue for Griffith Staff Apple computers (MacOS X)

Introduction

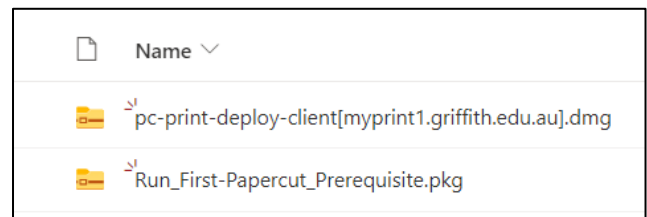
The PaperCut print system used on our Multi-function Devices (MFD) provides flexibility and security. It also allows you to retrieve your jobs from any available MFD. This guide will show you how to manually install the PaperCut Print Deploy client and Myprint_Staff queue on your Griffith Staff Apple computer so you can print to MFD's on any Griffith campus.

 **If you are using a Griffith Staff computer off-campus:** You will need to connect to the [Griffith VPN](#) before completing the steps below.

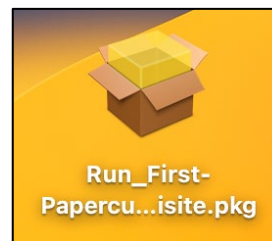
Step 1: Install the PaperCut Prerequisite

1 In a web browser, go to the [Productivity Hub](#) and download the below files to your computer:

- **Run_First-Papercut-Prerequisite.pkg**
- **pc-print-deploy-client[myprint1.griffith.edu.au].dmg**

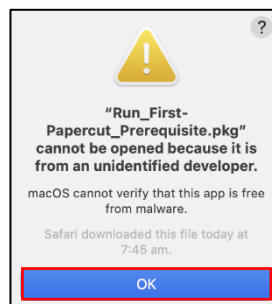


2 Double-click on the **Run_First-Papercut-Prerequisite.pkg** file to open the package file and start the installation process.

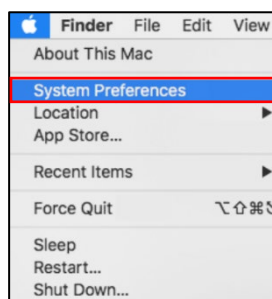


 **If the following error appears:**

a) Click **OK**.



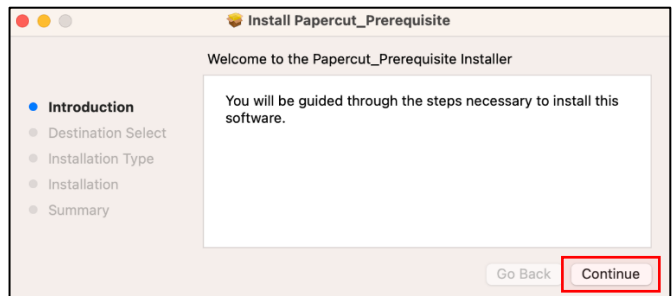
b) Click on the apple icon and select **System Preferences**.
(For MacOS Ventura: Select **System Settings**).



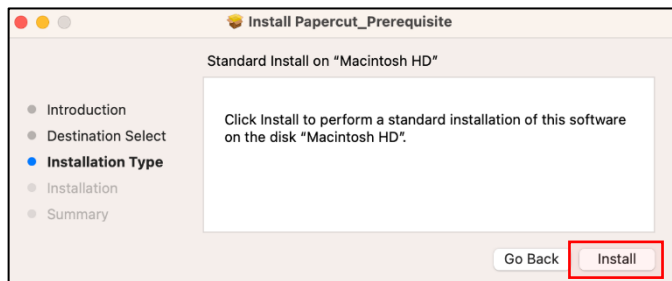
- c) Select **Security & Privacy**.
(For macOS Ventura: Select **Privacy & Security** and scroll down to **Security**).
- d) Next to “Run_First-...uisite.pkg” was **blocked from use** select **Allow**.
(You may need to click on the padlock and enter your Mac credentials first).
- e) Close the window and try opening the **Run_First-Papercut-Prerequisite.pkg** again.



- 3 Select **Continue**.



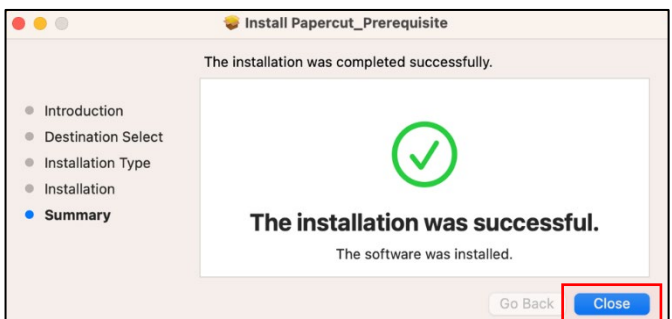
- 4 Select **Install**.



- 5 Enter your credential details and/or account with administration for your Mac, then select **Install Software**.



- 6 The installation will run. Once the installation has completed, select **Close**.



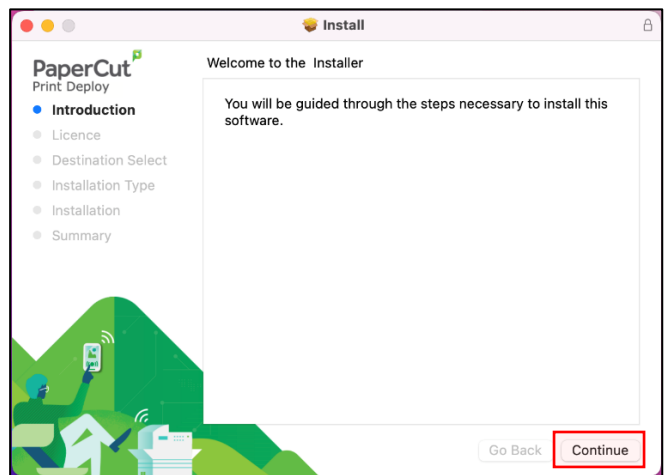
Step 2: Install the new PaperCut Print Deploy Client

- 1 Double-click on the **pc-print-deploy-client[myprint1.griffith.edu.au].dmg** file.

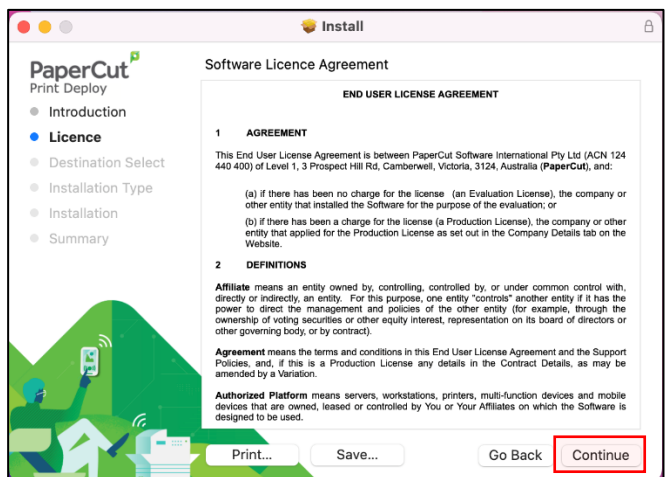
Open the **PaperCut Print Deploy Client** package file to start the installation process.



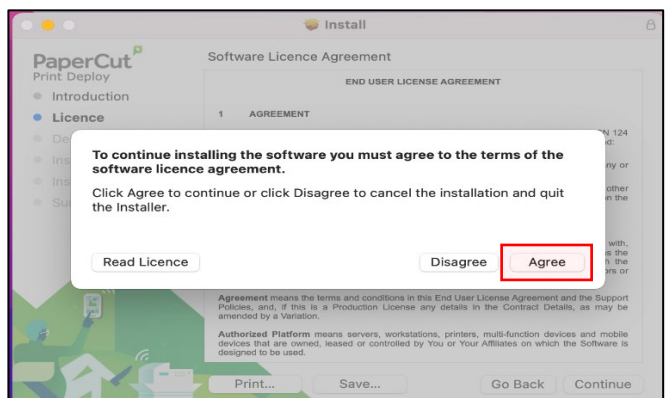
- 2 Select **Continue**.



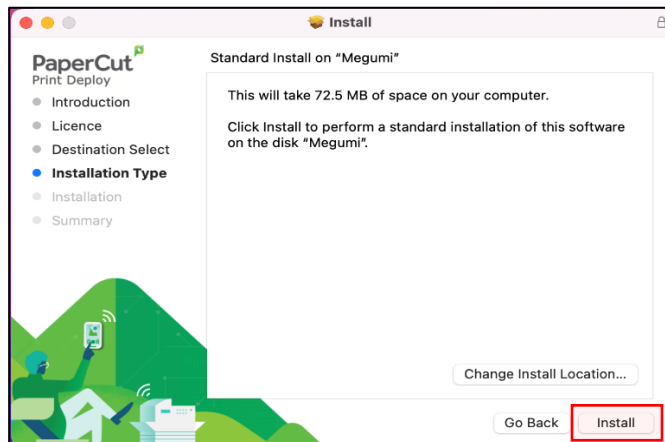
- 3 Select **Continue** at the Software license agreement.



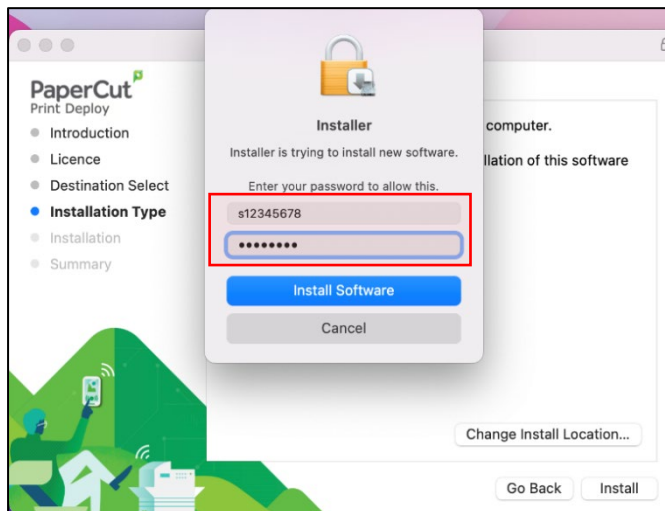
- 4 Select **Agree** to continue.



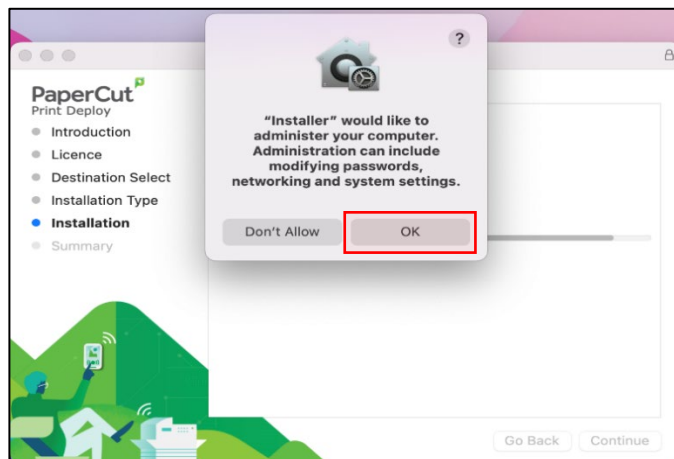
5 Select **Install**.



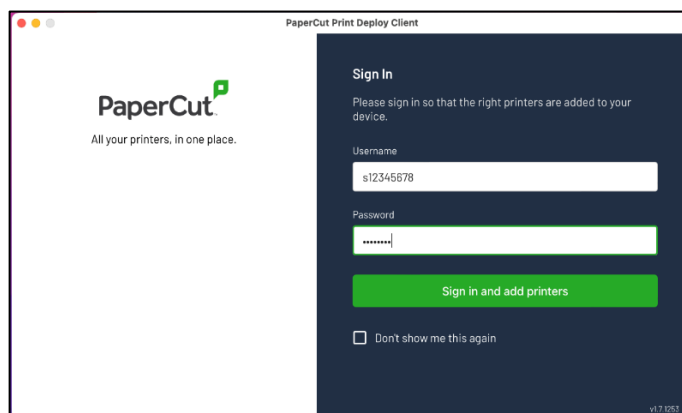
6 Enter your credential details and/or account with administration for your Mac, then select **Install Software**.



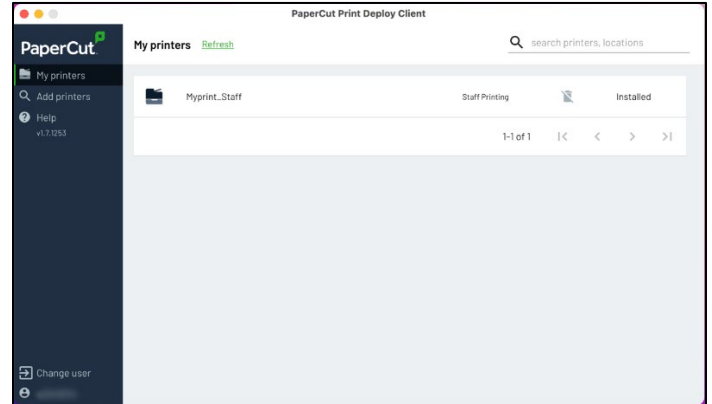
7 Select **OK** to allow the "Installer" to administer and continue with the installation.



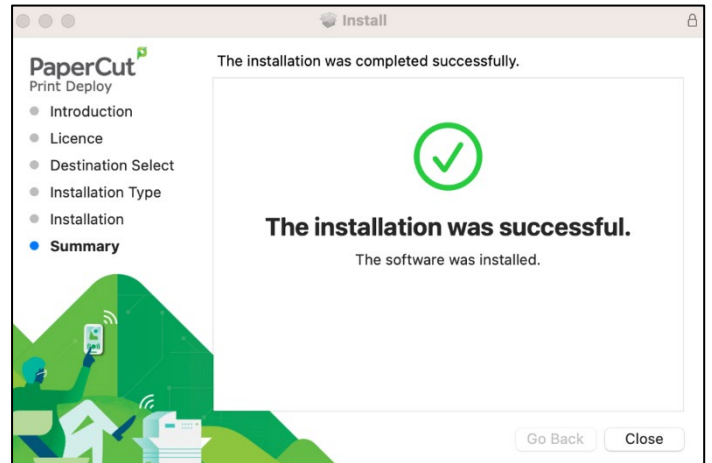
8 **Sign In** with your **Griffith sNumber** and **Griffith Password** to allow the PaperCut server to finalise and configure the **Myprint_Staff** queue on your device.



- 9 A pop-up window will appear confirming the **Myprint_Staff** queue has been installed.

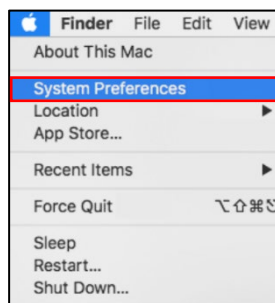


- 10 Once the installation has completed, select **Close**.
You can now delete the two installation files.



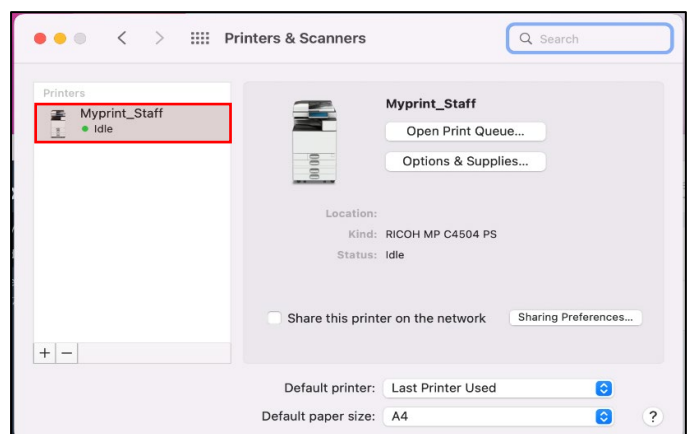
Step 2: Confirm Myprint_Staff queue is installed

- 1 Go to **System Preferences**.
(For MacOS Ventura: This will be **System Settings**).



- 2 Under **Printers & Scanners**, check the **Myprint_Staff** queue is listed as an available printer.

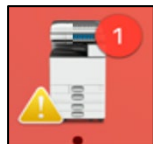
Print a test page.



Troubleshooting



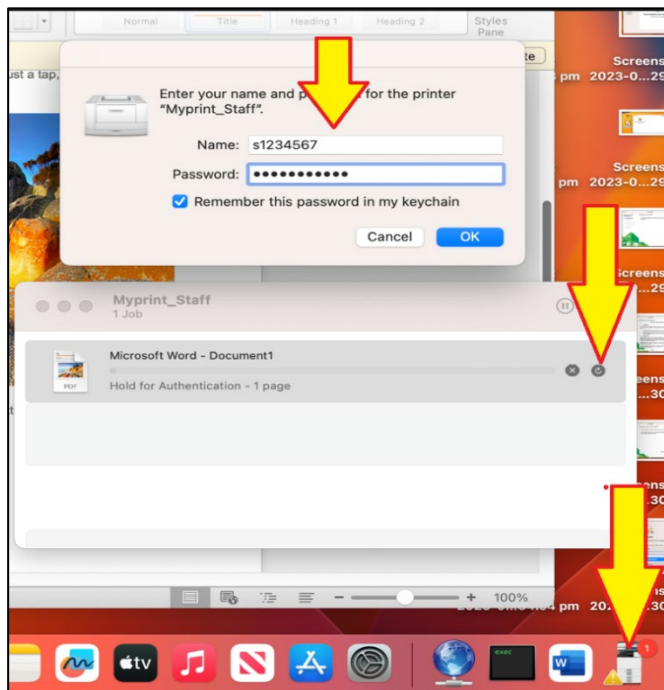
The first time you print you may see a bouncing printer icon.



- 1 Click on this icon.
- 2 You will then see a list of print jobs with “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.

Future print jobs will immediately print to the PaperCut system.



For more information contact:

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Email help@griffith.edu.au

griffith.edu.au/digital-solutions