ePRINTit FAQs

How much does it cost to print?
Black-and-white printing on 8 ½'' x 11" paper is 15¢ per page (30¢ for double-sided printing). Color printing is 50¢ per page ($1 for double-sided). Printing photos on 4" x 6" glossy paper (one-sided only) is also 50¢ per page.

What file types are supported?
All of the most frequently used: PDF, DOC(x), XLS(x), PPT(x), RTF, TXT, XPS and JPG image files.

How do I print documents that are not in one of the supported formats?
Most programs today allow you to save a document in one of the supported formats. For example, Open Office allows you save text documents in the same format as MSWord (.doc)

and spreadsheets as MS Excel (.xls). Usually you will find "Save As" in the "File" dropdown menu.

I need to print my instructor's web page that contains this week's assignment. Because ".HTM" is not on the list of allowable file types what should I do?
Display the web page you wish to print and select the dropdown File/Print.
- On an Apple computer, under the File menu, select Print. In the window that appears, click on the PDF button at the bottom left. Select Save As PDF.
- On PCs running Windows XP or Windows 7 select Microsoft XPS Document Writer as the printer. When you click the OK button, the system will ask you what to name the document and where to save it. It will be saved as an .XPS file that can be uploaded into you ePRINTit cloud account.

Do I have to pay for a Student Body card before I can use ePRINTit to print?
No. Any registered student can get a student ID card. Students who have paid their Student Body fees will be issued a Student Body ID card. At Foothill go to the Smart Shop and at De Anza go to the Office of Student Life. If you have elected to not pay Student Body fees, you will receive a student ID card that can be used to print.

How long after I'm issued my id card to I have to wait before I can use it to print?
No more than 3 minutes.

The system crashed before printing my document, but charged me. How do I get a refund?
Call the toll-free customer service number, 1-877-494-0222. You will need to provide the name of the document that did not print and the location of the printer. They will be able to reverse the transaction and you can print the document at a different location or wait for the system to be restarted by customer service.

The network just went down. What should I do?
There are multiple ePRINTit stations. Look at the list to find another.

The system is locked and I can't get my document to print.
See the information located at each printer for whom to contact. Or, you can try another print station.

Since my password for printing is the same as my student ID number, can I change the password to something more secure?
Yes, we recommend you do that the first time you log in to your FHDA ePRINTit account
1. From the Students tab in MyPortal click on the ePRINTit Account link (bottom middle column)
2. Enter you student ID number in the user name field
3. Enter you default password (again, your student ID)
4. Click the Change Password link
5. Click the Login button

6. A screen will display that allows you to change your password

I need to add funds to my account, but don't want to hold up other students who are waiting to print. Is there any other way to add money to my account?
Yes. The best way to add funds is to log into your ePRINTit account and go to the Add Funds tab. There you can use a credit or debit card to add $5, $10, $15 or $20 to your account. To verify that the funds have been added, click on the student information screen which will display your updated balance.

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How do I add funds if I don't have a credit or debit card, just cash?
De Anza students can go to De Anza Bookstore. Foothill students can go the Smart Shop. There you can pay with cash and have it added to your account.

How do I get to the screen to add funds, if I'm not printing a document?
The best option is to use a browser to log into your print account from the Students tab in MyPortal. Then you can use the Add Funds tab to add money to your print account using a credit or debit card.

Can someone who is not a student print using the ePRINTit printers?
There is an ePRINTit kiosk located in each college's Campus Center that will allow a non-student to print a document from a USB device and pay using a debit or credit card.

What should I do if the system is out of paper or the toner is about to run out?
See the poster next to the printer for whom to contact.

I only want to print a few pages of a long document. How can I do that?
We realize this is a problem and have asked ePRINTit for a solution. For now, you will need to use a workaround. Save your document under a different name. In the new version, delete all pages you do not want to print, and then print the new version. Be sure not to delete pages in the original document.

Is there a maximum file size that I can send to ePRINTit?
Using a USB device you can print documents up to 30 MB. However the limit for uploads or emails to the ePRINTit account is 15 MB.

What happened to the money I had on my old print card? How do I get a refund?
Visit the College Life Office at De Anza or the Smart Shop at Foothill to request a refund.

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What happens to the money in my FHDA print account when I transfer to another school? How do I get a refund?
If you are no longer a student, contact the College Life Office at De Anza or the Smart Shop at Foothill, sometime after the second week of the following quarter to request a refund.

I just logged into the web application and received the message "Your Account is Not Active!" What do I need to do to activate my account?
Your account is activated when you are issued your student ID card. If you are a De Anza student go to the College Life Office on the ground floor of the Campus Center. If you are a Foothill student your card will be issue in the Smart Shop in the Campus Center.

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How do I print a Photoshop .PSD file?
This system only supports the following file types:
- Documents: PDF, MS Word (DOC[x]), MS Excel (XLS[x]), MS PowerPoint (PPT[x]), RTF, TXT, XPS
- Images: JPEG

If your document type is not supported, we recommend that you "save as" or convert your document to a .PDF file.

What if the network goes down in the middle of sending the document to the printer?
Please make a note of the printer location and the file name. Then call the toll-free number (1-877-494-0222). They should be to cancel the print job so you will not be charged. Then you can go to another print station and print the document.

Can I use the money in my ePRINTit account for other purchases around campus such as food in the cafeteria, books and supplies in the bookstore or parking?
No. The money in your account only works with the ePRINTit printers on Foothill College and De Anza College campuses.

When I click the "ePRINTit Windows Driver" link on the login page for the web account, nothing happens.
The two links on the login page refer to print drivers for Macs and PCs. They are currently disabled while the software is undergoing further testing.

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