

Frequently Asked Questions

Managed Print System (MPS)

Ricoh Multi-function devices/PaperCut Software/Rabbit Office Automation –ROA vendor

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I'm off Campus, can I still print?

YES - Connect to the VPN – Global Protect First

1. You can send print jobs to your personal print queue when off campus. However, you need to be connected to the VPN Global Protect.
 - a. https://ets.fhda.edu/_globalprotectvpn/

How is this different from the way I print now?

1. The way you print now is a “direct print” method where you choose the specific printer and your print jobs immediately print.

The Managed Print System is a print *queue* that holds your print jobs until you release them at any of the MPS devices located across the entire District.

User documentation is posted to the ETS Getting Help web pages:

<https://ets.fhda.edu/getting-help/staff/documents/mps/index.html>

This is secure printing, meaning only you can see the print jobs you have sent to the print queue once you authenticate at the multi-function device.

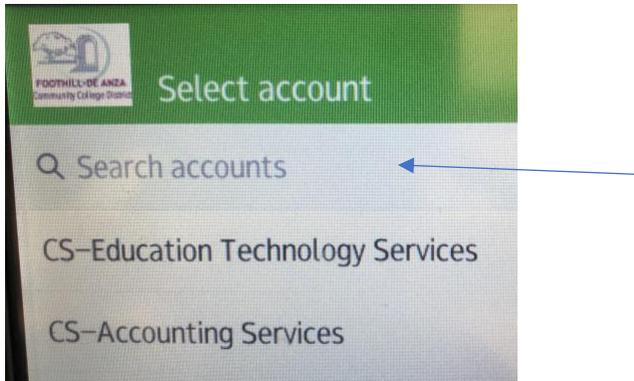
2. To release print jobs, make copies, or scan to email or Office365 OneDrive, you *authenticate* at a new MPS device by swiping a valid staff ID card or by manually typing your MyPortal ID/CWID and password on the touch screen. Swiping your ID card is fast and easy. As such, this is the strongly recommended authentication method.

Quick-Tip instructions will be posted at each device.

3. You will be asked to select your Finance Account before printing or copying which will charge your print-outs and copies to a pre-determined account code.

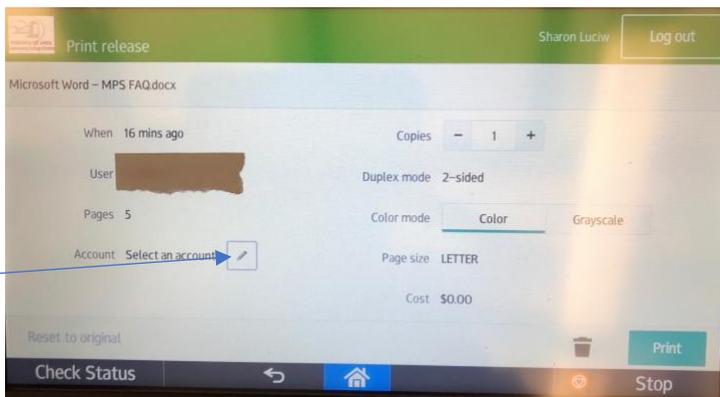
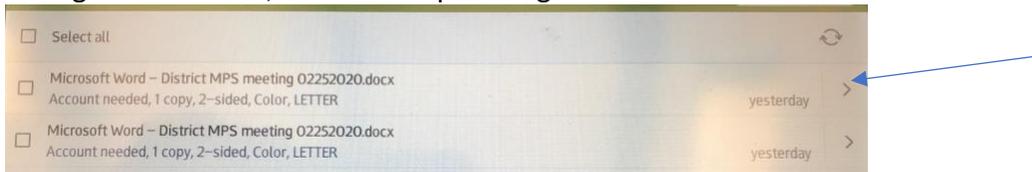
QUICK TIP: Use the Search Box on the Print Device to find your Account Code Or Press the arrow at the right of the name of the print job

The touch screen is very sensitive and as such it is easy to accidentally choose the wrong account code when you are printing documents. So, either use the Search Box after you press Print:



-OR-

Press the arrow to the right of the print job on the screen which will take you to another screen with more Print Options as well as an easy way to select your account code. If you select the wrong account code, click on the pencil again.



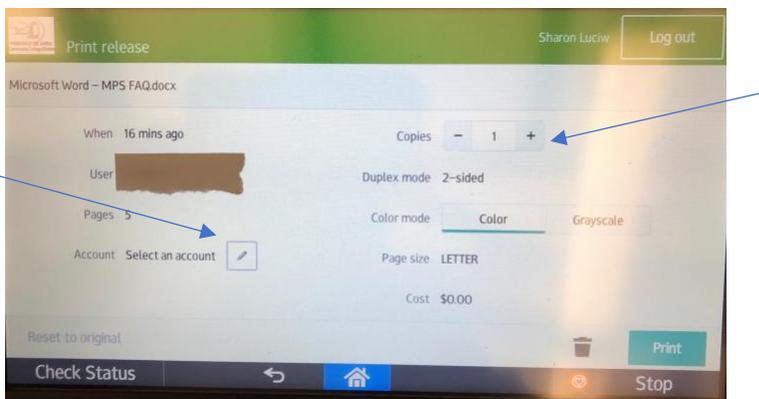
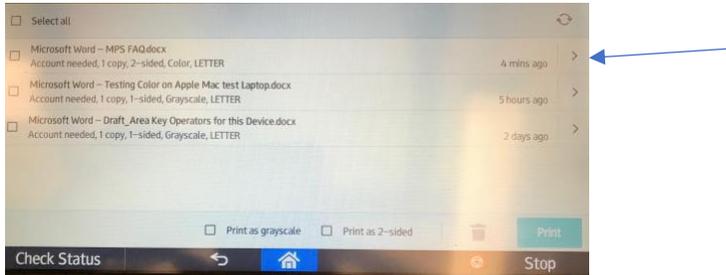
Please see the User Guide for more details:

<https://ets.fhda.edu/getting-help/staff/ documents/ mps/ index.html>

College and District management will let you know the name of the account code to use. Once you have used your account code(s), it will show up at the top of the list the next time so you won't have to scroll or search after the first time using the code. College and District finance managers will be auditing the use of this system.

4. You should check how many copies you want when you release print jobs at the device. You do this by pressing the arrow to the far right of your print job and another screen will appear.

Also, on this screen, you are able to select the Account code for charging the prints and if you choose the wrong account, you have the opportunity to go back and select the correct one. You don't have the opportunity to change the account code if you just select print on the first screen below.



5. The document(s) you sent to the Print Queue will default to printing in the color of your document. You can switch to 'grey scale' for color documents at the MPS device if you so desire to reduce costs.

6. Once you release a print job it will be immediately removed from the queue preventing you from printing it again at the device. So please make note and plan ahead. ETS is monitoring a PaperCut 'enhancement request' under development so jobs printed will remain in your queue for a period of time. We hope to have an update soon about this desired feature!

Do I need the Ricoh Print Driver to make copies?

No. You do need to know your MyPortal (CWID) and password. You find using the system much easier by swiping your Valid Staff ID Card to authenticate at the device.

How do I get the Ricoh Print Driver installed?

1. ETS will be working with the colleges to coordinate the installation of the printer driver onto employee assigned computers prior to the delivery of the MPS device to each designated location.
2. Shared computers will be configured for staff and faculty to login using their MyPortal ID (CWID) and password. This will allow for printing to the Managed Print System from these shared computers. Print Jobs are associated with an individual CWID to provide Secure Printing. This way at the printer, when you authenticate with your CWID you see only your Print Jobs.
3. ETS will post the driver software and installation instructions at some point during the deployment process for Part Time Faculty to install on their personally owned devices if they so choose to do so. This will allow Part Time Faculty to 'print' using the Managed Print System from their personally owned computer. However, you must be on campus to print using the MPS.

Will the existing printers and copiers be immediately removed?

If there is room for only one device, the existing device will be removed. This will apply more to copiers than printers. No other printing devices are planned for removal. However, as other networked and individual print devices fail or run out of supplies, the device will be retired. There are exceptions and you will need to speak to your department manager.

Specialized print devices such as a large color printer for printing marketing materials, are out of scope and will not be retired.

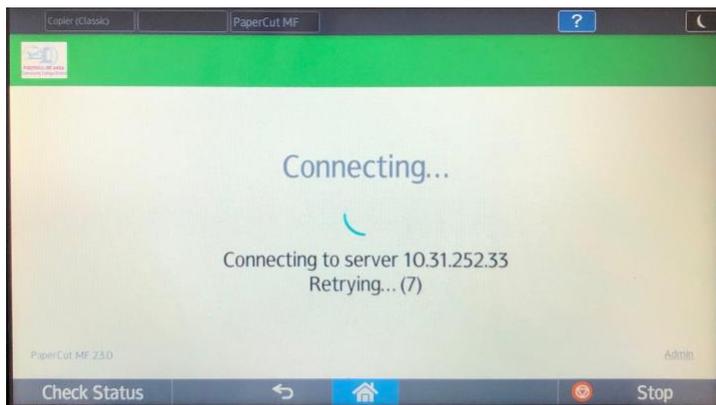
Those with ADA requirements most likely will continue to use a dedicated print device or one will be provided. Contact the ETS Help Desk if you have questions or concerns.

What if the multi-function device I normally use is not functioning?

A campus Map will be posted near each MPS device showing where others are located. You can print, copy or scan at any device. Please try to contact the posted Area Key Operator to let them know there is a problem with the device.

What if the device has this message on the touch panel screen?
(Connecting)

It probably means the device had gone to sleep and it is waking up and needs to connect to the PaperCut server. Wait a few minutes and it should return to the screen where you can log in.



I used a shared computer, how is Printing going to work for me?

Shared computers (*mainly used by Part Time staff and Faculty*) will be re-configured to login using your MyPortal (CWID) and password. This way print jobs will be sent to the print queue associated with your CWID and then you can release your print jobs at any of the Managed Print System Devices. Instructions will be provided.

Can I still use a USB stick to print or make copies at a Managed Print System Device? (No)

Unfortunately, No. If you know of a shared computer in your Division or Department area you will be able to plug in the USB device and print from there to the Managed Print System (*SecurePrint*). *ETS will be working with the colleges to add more shared devices on campus for this purpose.*

USB Ports on the Multi-Function Devices are disabled otherwise you would be able to bypass the ability to charge back departments for the cost of prints and copies.

Can I scan documents and save to a USB stick? (No)

Unfortunately, No. However, you can scan to your Office365 OneDrive. When do scan to your Office365 OneDrive you will receive an email with a link to the scanned document in your OneDrive. You can open the document through this link and download the document.

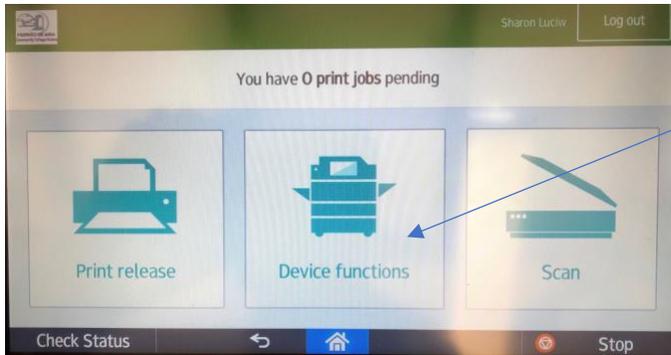
What if I want to make a change to my document before I actually print it?

Just edit the document and select Print again. If you do not change the file name, you will see two print jobs with the same file name listed at the device. The most version of the document will be list first. The one you don't want to print will remain in the queue for 3 days and then disappear.

It is probably best to change the name of the file so you can distinguish which of the print jobs you really want to print. Example: Meeting Notes_v1 and Meeting Notes_v2.

How do I make Copies?

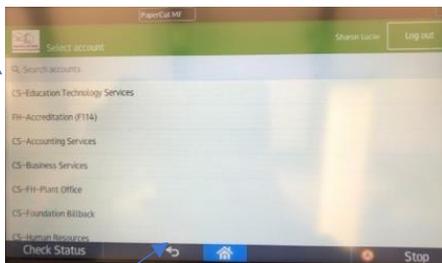
1. Once you authenticate at the multi-function device select **Device Functions**.



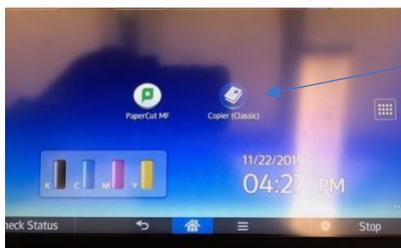
2. Select your Account Code for charging the cost of the Copies.

QUICK TIP: Use the Search Box on the Print Device to find your Account Code

The touch screen is very sensitive and as such it is easy to accidentally choose the wrong account code. However, if you do choose the wrong account code you can use the back arrow at the bottom of the screen to go back and select the correct account. Once you have selected an account, it will show up at the top of the list the next time.



3. The screen below will appear. Select **Copier (Classic)**.



4. The screen below will appear. Make your selections and select **Start**.



5. For Copies, the default is Black and White. If you want color copies you will need to select that option. And remember color copies cost more.

Does it cost anything to Scan documents?

No. The system will scan the original format of the document, Color or Black and White.

You have a choice to send your scanned documents to your email account or your Office365 OneDrive. For more information see the full User Guide:

https://ets.fhda.edu/getting-help/staff/_documents/_mps/_index.html

Can I use these Managed Print System devices to Fax? No

This system is not set up for faxing. The District has a Fax server.

For Outgoing fax, you can use your email account.

For incoming, a new department email account needs to be created and a new phone number programmed in to the VoIP telephone system. Please submit an ETS Request for Help.

For more information about the Fax Server go to:

<https://ets.fhda.edu/getting-help/phones/index.html>

Who adds paper, replaced toner, clears paper jams and reports problems with the device?

Area Key Operators are assigned each device and will report problems with the device to the vendor or ETS, accept deliveries of toner, replace the toner, order paper and staples, and help users clear paper jams if appropriate.

Note: **All employees may be responsible for adding paper and clearing paper jams.** Ask your Area Key Operator for training on where to look for paper jams. The name of the Primary and Backup Key Operator for the device should be posted near the multi-function device.

I'm not sure which account to choose among the Foothill College Account Codes?

For Foothill College, the account codes are based on Division not Department for instructional printing. Instructional prints and copies use **Lottery** and your division name.

For non-instructional prints and copies use the accounts with **(F114)**.

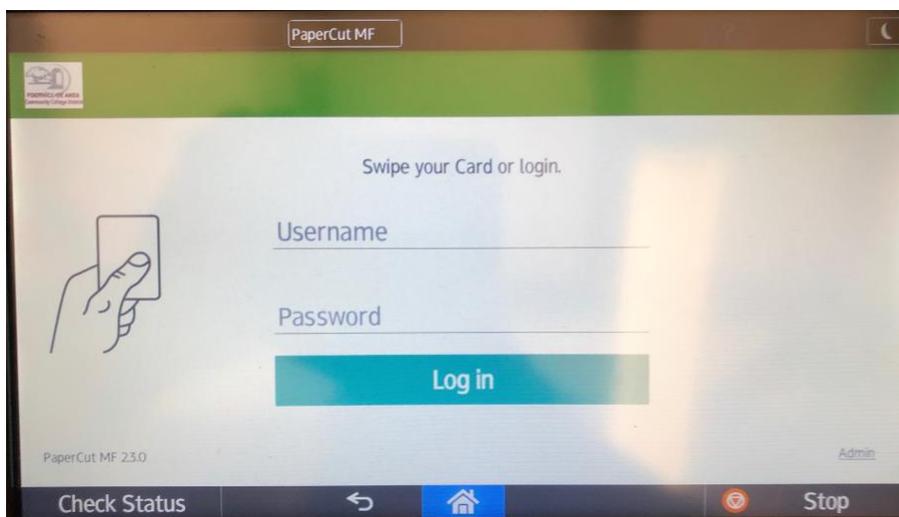
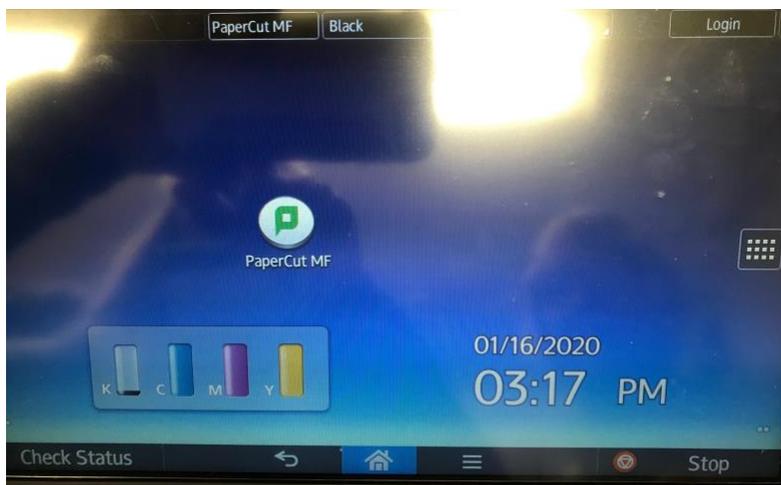
What if my ID Card does not log me into the device?

Try logging in manually using the touch screen. Enter your CWID and password. *Then check the expiration date on your ID Card.*

If you see this screen, press the PaperCut MF icon to see the Login Screen below.

If you still are unable to log in, locate a different device on campus and try again.

If you still are unable to log in, contact the ETS Call Center (408) 864-8324.



What if my ID card works on some devices but not others?

There needs to be a red light on the ID card reader device. If it is orange/yellow or no light at all it means there is a problem with the card reader. Please report this problem to the Key Operator listed on the machine.

What if after I log into the machine I am not able to print, or make copies, or scan?

Contact the ETS Call Center at (408) 864-8324. Or submit an ETS Request for Help.

What if the documents I printed are not showing up on the device?

Contact the ETS Call Center at (408) 864-8324. Or submit an ETS Request for Help.

What if the documents I scanned are not emailed to me or do not show up in my Office 365 One Drive?

Contact the ETS Call Center at (408) 864-8324. Or submit an ETS Request for Help.

The device is saying it is out of paper and there is no paper supply to add paper?

A campus Map will be posted near each MPS device showing where others are located. You can print, copy or scan at any device. Please try to contact the posted Area Key Operator to let them know there is a problem with the device.

What if the device is saying it is out of toner?

A campus Map will be posted near each MPS device showing where others are located. You can print, copy or scan at any device. Please try to contact the posted Area Key Operator to let them know there is a problem with the device.

I'm a Student Worker and I need to use the device for my job. Will it work for me?

Yes! If you have a valid student ID card it will work with the Managed Print System. If you do not have an ID card and would like an ID card for this job but do not want to purchase a student ID card, contact the Call Center at (408) 864-8324 or submit an ETS Request for Help. Otherwise, you can log in manually with the touch panel using your CWID and password.

I'm a TEA and I need to use this device for my job. Will it work for me?

Yes. Use your valid ID card or log in manually at the touch panel with your CWID and password.

I am getting an error message *Authentication Required* when I print or I can't print to the Managed Print System (aka rabbit/secure print) anymore? *Did you recently Change your MyPortal Password?*

If you have *not* recently changed your Myportal password, please submit an ETS Request for Help or contact the Call Center at 408-864-8324.

If you recently changed your MyPortal Password, this password is also used for email and the wireless network and now the Managed Print System. Your password is securely stored on your computer for the printer driver. It needs to be updated.

Please follow the instructions below if you have recently changed your MyPortal password.

NOTE: IF YOU ARE OFF CAMPUS YOU NEED TO CONNECT TO THE VPN GLOBAL PROTECT:
https://ets.fhda.edu/_globalprotectvpn/

Windows OS Computers

Please submit an ETS Request for Help since an ETS staff person will need to assist you with updating the Managed Print System printer driver on your computer with your new MyPortal Password.

Submit an ETS Request for Help

1. Using a Browser go to **etshelp.fhda.edu**.
2. **Log in** using your *MyPortal ID and password*.
3. Select **New**, then **New Work Request from Work Request Form**, then **ETS Request for Help**.
4. **Complete the form** then click on **Save** at the bottom of the form.

Or contact the ETS Call Center at (408) 864-8324.

Apple/Mac OS Computers

For the Apple/Mac computer, you will need to update the *KeyChain*. This process has you deleting the previous password out of the Keychain and create a new entry in to the Keychain.

Update the KeyChain

1. Go to your **Applications** folder and locate the **Utilities** folder
2. Inside the **Utilities** folder look for and **double click on/open** the **Keychain Access.app**

3. You will probably need to scroll to find the managed print system printer listed. It could be named **SecurePrint, Rabbit printer** or **rabbitprint.ad.fhda.edu**.

4. Once you identify the managed print system printer in the list, **right click on the printer and select delete it**.

4.a. *If you are unable to identify the managed print system printer*, then go to System Preferences under the Apple icon at the top left of your computer screen  and Select System Preferences.

4.b. Next locate and **double click on Printers and Scanners**. In the list on the left you should be able to identify the managed print system printer name. Now go back to the Keychain Access app and delete it.

5. Now try to print something. You should be presented with a window that looks similar to the screenshot below. Except the name of your printer may be different and it will have your name.

5.a. **Replace** your name with your **CWID**.

5.b. Enter your **MyPortal password** into the *Password* box.

5.c. **Click** on the box next to **Remember this password in my Keychain**.

5.d. **Click** on the **OK** button.

Example:



5.e Now try printing again to the managed print system printer.

If you are unable to see the print job at the managed print system device to release it or you continue to receive error messages, please contact the ETS Call Center (408) 864-8324 for assistance or enter an ETS Request for Help.

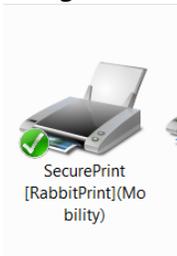
How do I use the stapler on a floor standing multi-function devices when printing?

You set up the use of a stapler in the print driver on your computer.

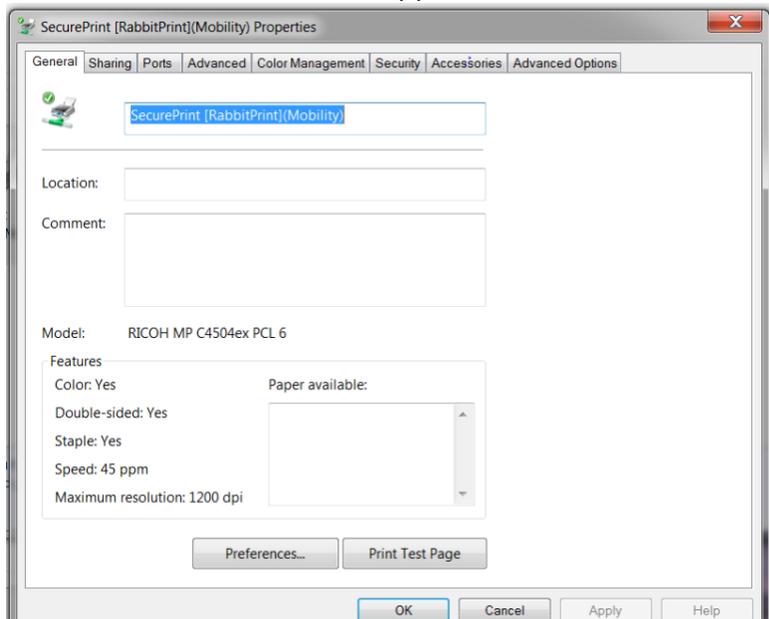
NOTE: Not all multi-function devices have a stapler.

For Windows Computers

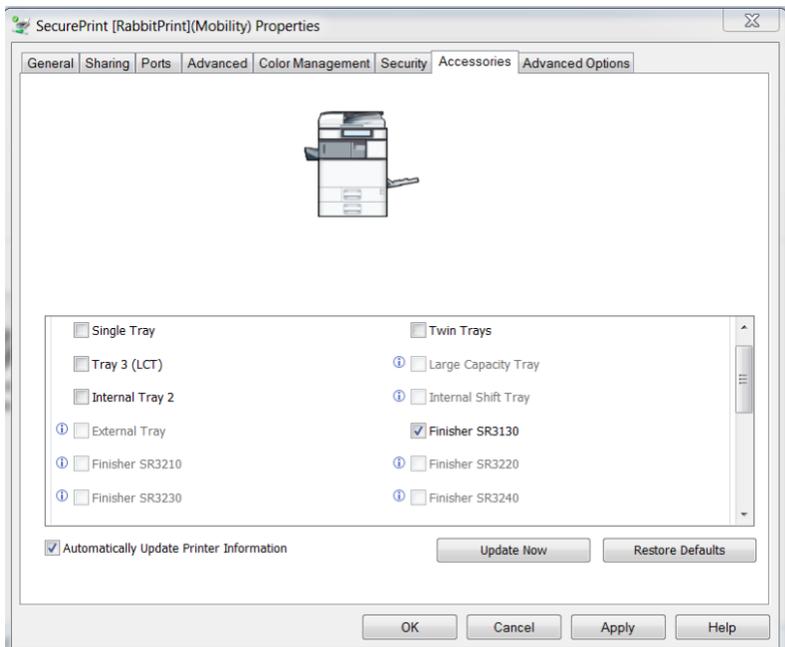
1. Under the Windows icon at the lower left of the computer screen, go to **Control Panel** and select **Devices and Printers**.
2. **Right Click** on the **SecurePrint (Rabbit Print)** printer driver and select **Printer properties**.



3. The window below should appear. **Click** on the **Accessories** tab at the top.



4. **Click on one box** next to one of the **Finishers** so a check mark appears. It doesn't matter which one. Next **click on Apply** and then **click on OK**.



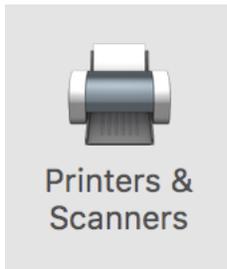
5. **Close** the **Devices and Printers** window.

For Apple/Mac Computers

1. Go to System Preferences.



2. Click on **Printers & Scanners**



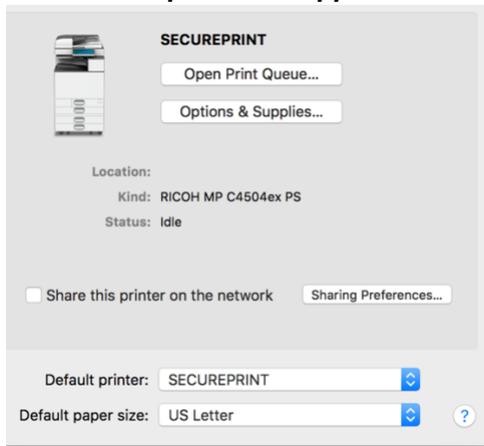
3. Locate and **Click on** your Managed Print System printer driver. Could be named **SECUREPRINT** or **Rabbit Printer** or **rabbitprint.ad.fhda.edu**



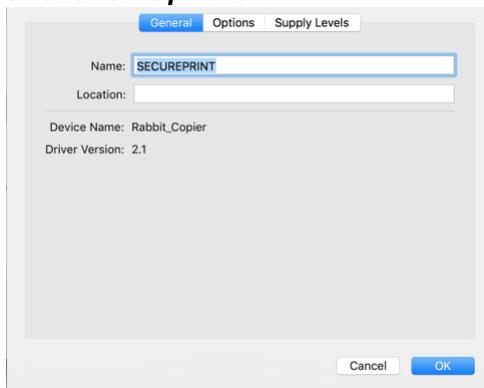
SECUREPRINT

● Idle, Default

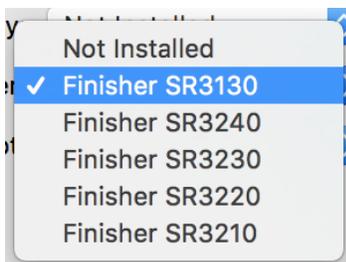
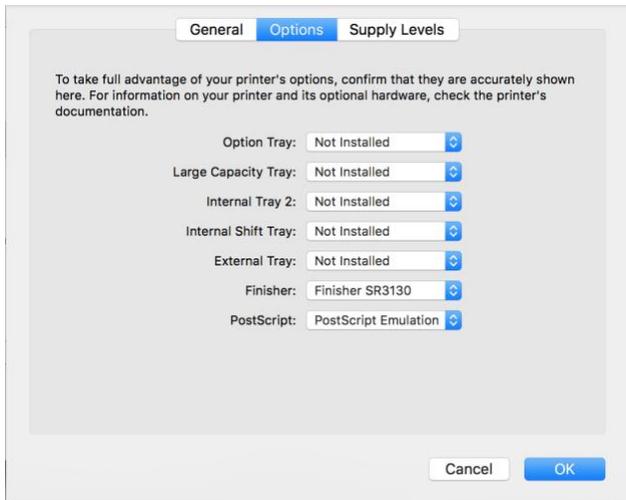
4. Click on *Options & Supplies*



5. Click on *Options*.



6. Next to **Finisher**: select one of the finishers. The first one will work for any of the Managed Print System Devices. Then **Click on Ok**.



7. Now **close** the Printers & Scanners window.

Selected my print jobs but they did not print (may be out of paper)

When our jobs print there is a blue light that appears on the lower left of the board of the touch screen. If you see a red light on the bottom board of the touch screen, most likely the device is out of paper or you printed in a format other than 8.5x11 and the device is wanting to use legal size or another size paper.

There should always be legal size paper in one of the paper trays (if have multiple trays) in addition to 8.5x11.

Once you add paper the jobs should print.

Can I print on labels or envelopes? (yes)

Use the manual feed input tray or one of the other paper trays to print envelopes or labels. Make sure you pick the specific paper tray when you print your document(s) at your computer.

