

## Frequently Asked Questions about Pay-for-Printing

1. [What is the "Pay for Printing" program?](#)
2. [How do I access the "Pay for Printing" website?](#)
3. [Where is pay for printing in affect?](#)
4. [Can UWL Faculty, Staff, and Miscellaneous groups print in the GCA Facilities?](#)
5. [Am I charged for blank pages?](#)
6. [Can I print from Wings?](#)
7. [Where is color printing available?](#)
8. [How much does it cost to print?](#)
9. [Do I receive any "free" printing?](#)
10. [How do I add money to my printing account?](#)
11. [Is there a minimum amount when adding money to my account balance?](#)
12. [When I add money to my account how long must I wait before I can print?](#)
13. [When I add money to my account will I be billed?](#)
14. [Can I get an itemized report of my printing or transactions?](#)
15. [Can I receive a refund for money I have added to my account, but have not used?](#)
16. [Can I transfer money on my account to another students account?](#)
17. [When have I been charged for a print job?](#)
18. [What if the printer jams or my print job does not print?](#)
19. [If I'm teaching in a GCA classroom will my students have to pay for what they print?](#)
20. [Can my class print in the GCA classroom without using the print release station?](#)
21. [If a print release station fails to work in the classroom is there another way to print?](#)
22. [How/Who do I report a failed print release station in a GCA classroom or lab?](#)

**Q:** What is the "Pay for Printing" program?

**A:** [gcaweb.intra.uwlax.edu](http://gcaweb.intra.uwlax.edu) or [www.uwlax.edu/gca](http://www.uwlax.edu/gca)

**Q:** How do I access the "Pay for Printing" website?

**A:** You can go to [gcaweb.intra.uwlax.edu](http://gcaweb.intra.uwlax.edu), or if you are in the lab click on the "GCA Web" Icon. Login using your NetID account.

**Q:** Where is pay for printing in affect?

**A:** Pay for printing is in place in the following facilities for black and white printing: Wing Lab 02/15, Wing 6, Wing 7, Wing 17, Wing 103, Wing 130, Murphy 150, Murphy 153, Murphy 273, Murphy Library Reference Area, Wimberly 202, Wimberly 216, Wimberly 217, Cartwright 262, Res Hall Computers Labs.

**Q:** Can UWL Faculty, Staff, and Miscellaneous groups print in the GCA Facilities?

**A:** No, printing is not allowed for these accounts in any GCA Facility.

**Q:** Am I charged for blank pages?

**A:** Yes, if they are part of the print job you will be charged for them. Please check to make sure you are printing the correct number of pages.

**Q:** Can I print from Wings?

**A:** Yes, but watch the number of pages. Sometime when printing your class schedule it will print the footer on a second page, which is something you do not need.

**Q:** Where is color printing available?

**A:** Color printing is available in Wing 103 (ITS Support Center).

**Q:** How much does it cost to print?

**A:** 6 cents per page (a side for duplex) for black and white printing. 90 cents per page (a side for duplex) color printing.

**Q:** Do I receive any "free" printing?

**A:** Yes, your account will be credited with 60 cents (equivalent to 10 pages of black and white printing) at the beginning of every semester.

**Q:** How do I add money to my printing account?

**A:** Visit [gcaweb.intra.uwlax.edu](http://gcaweb.intra.uwlax.edu), Log in using your 8.4, select "Pay For Printing", then Click on "Add Balance". It will display your current balance. Enter a value greater than \$1 in the add balance field, and click on ok. On the confirmation page make sure everything looks correct, and press "Yes" to accept or "Cancel" to return to the "Add Balance" screen.

**Q:** Is there a minimum amount when adding money to my account balance?

**A:** Yes, \$1.00.

**Q:** When I add money to my account how long must I wait before I can print?

**A:** Immediately.

**Q:** When I add money to my account will I be billed?

**A:** Yes, when you add money to your account it will appear on your student bill during the next billing cycle.

**Q:** Can I get an itemized report of my printing or transactions?

**A:** Yes. Visit [gcaweb.intra.uwlax.edu](http://gcaweb.intra.uwlax.edu), Log in using your NetID username and password, select "Pay For Printing". Click on the "View History" link. Select either "Transaction History" or "Printing History", then chose a "From Date" and a "To Date" using the two calendars. Once select a list of your print jobs or transaction will appear. If nothing appears try selecting different dates. If you wish to save a copy, press the "Export" button to export the information on the screen to a csv (excel) file.

**Q:** Can I receive a refund for money I have added to my account, but have not used?

**A:** Your account balance will roll over from the fall semester to the spring semester.

**Q:** Can I transfer money on my account to another students account?

**A:** No. You can not transfer money from one account to another. Giving another user your account and password is in violation of the user access policy.

**Q:** When have I been charged for a print job?

**A:** When you release your print job from the Print Release Station, or the Print Release web site. Once the job has been released to the printer you have been charged for it.

**Q:** What if the printer jams or my print job does not print?

**A:** Once the job has been released from the print release station you have been charged for it.

**Q:** If I'm teaching in a GCA classroom will my students have to pay for what they print?

**A:** Yes, all GCA facilities are included.

**Q:** Can my class print in the GCA classroom without using the print release station?

**A:** No, All print jobs will be paused and must be released using the print release station. If the station has failed for some reason, there is a link on the Podium computer to the release station web site.

**Q:** If a print release station fails to work in the classroom is there another way to print?

**A:** Yes, there is a link to the release station website on the podium computer.

**Q:** How/Who do I report a failed print release station in a GCA classroom or lab?

**A:** Please log into the GCA website with your NetID username and password and submit an out of order or call the ITS Support center to report the issue.