

Frequently Asked Questions

- **How can I be more sustainable with printing?**

As a guide, think before you print? Do you need your work printed at all? If you do then you can print double sided by selecting a duplex option in the printer settings. This way you reduce the amount of paper being used.

There are recycling bins next to the majority of printers. Once you are finished with your printed work then recycle it.

- **How can I reduce the cost of printing?**

There are the printing prices:

- A4 b/w = 5p
- A3 b/w = 9p
- A4 colour = 18p
- A3 colour = 35p

Printing in black and white is cheaper than printing in colour. If you had multiple A4 pages to print, combining them on an A3 document can save money. For instance, two A4 black and white pages is 10p whereas printing one A3 is only 9p. If printing in bulk this 1p saving can add up.

- **Why isn't my document printing?**

- Check your file size. Is it below the file size limit of 250MB? Anything over this size will not print.
- Do you have enough print credit to pay for your work? If you do not have enough credit you will be unable to print.
- Does the machine, where you are releasing your work, have enough paper or toner? Check for any warning signs on the printer.
- To get further help with your printing issue please contact the [IT service desk](#)

- **Who do I contact if there is a problem with a printer?**

If there is a problem with a FIND ME printer for instance, it has broken down or has run out of paper, you can either notify a member of staff or contact the [IT service desk](#) who will resolve the issue as soon as possible.

- **How secure is it to print work on Find Me printers?**

Find Me printing is the most secure way to print as it requires your username and password to be able to access your document. It is always wise to title your document something that doesn't have any sensitive information like names or contact details. This is because the printer maintains a list of documents printed that can be accessed by any user.