Creighton University Print and Mail Services
Common questions/concerns and answers

User Options:
1. What is Follow Me Print?
    a. Follow Me Print allows users to print to the specific print queue then release their print jobs at any Canon device on campus.
2. What is the difference between Tap and Release vs. Direct Print vs. Print Center?
    a. Tap and Release enables users to tap their ID card at Canon multifunction devices and release their print jobs.
    b. Direct print is when users select the direct print queue and print outputs will be automatically released from the chosen local device.
    c. Print Center is used for higher print quality, binding and covering as well as printing high page count jobs.

Pharos Tap & Release
1. How will print jobs be released?
    a. There are 2 methods for printing:
        i. Tap and Release - the preferred method of printing is tap and release, which allows users to print to a secure queue, and then go to any device on campus, tap their Blue Card at the device to release their prints.
        ii. Direct - users can use a direct print queue which will immediately print your job out at the device.
2. How long will jobs stay in the queue and be available for printing? For example, if the user prints on a Friday, can the job available to print on Monday?
    a. The consensus was 72 Hours for most dept. devices.
    b. For student print queue – to be discussed.
3. Is there the ability to set different limits depending on the device location or department?
    a. Currently being discussed.
4. Can email alerts be setup to remind users that their prints are in queue and about to expire?
    a. No, this functionality does not exist today
5. Can a user's jobs that are in queue be viewed from their computer?
    a. Yes, these jobs can be viewed from a web print window and released using a PC, tablet, or mobile device.
6. Is there a maximum # of print jobs that can be in queue at any one time? Will a job ever be declined?
    a. While server space impacts queue capacity, the IT dept. and Canon teams will be monitoring thresholds and will adjust and reallocate as needed.
    b. If a message is received that a job is declined, that would indicate an issue with the system or software, and a help desk call should be placed.
7. If someone sends a print job, but needs another person to release it, how will that work with the new tap and release system?
    a. Canon and DoIT are looking into an option that would allow for delegation to another user for print release.
    b. Additionally, users have the option to release jobs for print from a web print window, allowing any user to pick up the job.

8. When sending something from the computer, can one still print to the local print device in our area?
    a. Yes. BUT if the computer is not part of the Creighton Printer Domain, the machine will not recognize the user's credentials. This will change from Mac OS to Windows, as there are significant variances.
9. Can people still print to personal printers?
    a. Printing to a University Canon Printer is the preferred method, however you may still print to your personal printer at your own expense
10. Can I print from home?
    a. Yes! You can still do that. You can also send it to the Print Email address, and it will show up on the queue on the printer.

Help Desk:
1. How will calls for service and support be handled?
    a. Users will call the Creighton Help Desk for support. Instead of being rerouted to an offsite vendor help desk, all calls will be handled by the Creighton IT Team, and entered into the normal Creighton ticketing system. The Canon team will be alerted and dispatched directly through this system.
    b. There will be 2 Convenient Care Associates and 1 Onsite Technician to support proactive maintenance, and expeditious response to service requests
    c. Hot Swaps - if machine is really down, we'll bring in hot swap
2. Toners, will we need to stock up?
    a. Toner and waste toner levels will be detected by the Pharos software and replaced before any inconvenience has set in
3. What kind of service support will we have?
    a. We will upgrade to 2 Convenience Care Associates and 1 Onsite Technician.
4. If you are printing and the printer gets jammed, what do we do and how do we do it?
    a. First, the Canon team will be alerted by the Creighton Service Desk. They submit a ticket to Canon. Canon goes into service mode at that point.
5. What is the SLA for service?
    a. There is a 2 hour window.
    b. Someone will absolutely come out and service the machine, NOT the user. And you'll be able to release your jobs at another printer.
6. If we fix our own paper jams, would your watch list capture that information?
    a. Netaphor will alert the service team. And any calls to the help desk are recorded, so that information gets stores. Either way, the behavior gets flagged. Mostly, just talk to your convenience are tech.
7. If the machine shuts down due to waste container being filled, what happens?
    a. Service tech comes and removes the full container. You can print to another device if this happens. In some extreme cases, we will hot-swap a new device until we can fix it.
8. What's your toner alert level?
    a. 20% so we can get there in advance of it running out.

ID Cards:
1. I've been here a long time. Will I need a new card?
    a. Your existing Creighton ID card incorporates the iCLASS Technology needed for the Tap and Release Technology. If you can use your card at the parking garages, with doors, etc., then

your card should work with the new print technology. Cards issued prior to 2006 may need to be replaced. You can confirm that your card as the iCLASS technology by looking at the back of your card. There should be a small logo that says HID.

2. What if my card does NOT have the HID Logo
   a. If your card does NOT have the HID Log, please contact Card Services at ext.4700. Card Services will be able to confirm if your card has the HID technology.
3. What happens if I left my card at home? Is there another way to release my print job?
   a. You can log in using your Blue Credentials right at the machine
   b. Additionally, you can log into the web print window to release jobs from your PC, tablet or mobile device

Installation Timeline:
1. When will printers be installed in my area?
   a. Implementation for faculty and administrative areas will begin in June 2016
   b. CJ Jackson will continue to work with the 150+ liaisons to get the new print devices in each area approved, ordered and delivered
   c. Each area will receive communications regarding the installation of their devices once a delivery date has been determined

Student Print Budget:
1. How will students print in this new environment?
   a. Students will have access to release jobs at student print devices across campus
2. How much money will be available for student printing?
   a. Each student will be given a $20 print subsidy in the Fall and Spring semesters to subsidize the costs of printing.
   b. Once their $20 print subsidy is exhausted, they can print using their Jay Bucks account

Student Workers:
I have student workers in my area that are responsible for printing and copying as part of their job. How do we make sure that their personal print budget doesn't get used for work prints?
   a. The Managed Print Services Implementation Team is still working out the details to address student employees

Right Solution for My Department:
1. Are you looking at usage to determine the right equipment for my department?
   a. Canon will develop solution recommendations based on assessment findings, which includes usage/volume information.
   b. All solutions will be reviewed by departmental liaisons.
2. Will all devices by color capable?
   a. Based on findings from their original assessment, the Canon solution will include a mix of both black and white, and color devices based on the needs of each department
3. How do we ensure the solution Canon recommends will meet our needs?
   a. Recommendations are based on the assessment finding, and will be carefully reviewed by the departmental liaisons and the Finance Directors of each area
   b. Additionally, print usage, service history and user satisfaction will be evaluated regularly, with immediate issues addressed as needed; A more formal evaluation will occur 6-12 months following implementation to ensure the solution continues to meet the needs of your department.

4. Will all printers be defaulted to black and white/ double sided?
    a. Yes, but end users will have the option to select color and single sided options as well.
5. Can we restrict or prohibit usage of certain departmental devices?
    a. Yes, working with IT we can identify those areas and restrict access
6. When will this be over?
    a. The project will be completed by August 1, 2016

Print Costs and Usage
1. Will departments still receive a print allowance and then be responsible for overage?
    a. No, pricing has been simplified with a focus on fair and equitable pricing based on usage. Departments will be charged the price of their print equipment, and then a cost per copy. So you're only paying for the prints associated with your cost center.
2. What is included in the price?
    a. Consumables such as toner as well as service costs on all Canon multi-function devices are included.
3. Is Paper included?
    a. Paper costs remain the responsibility of the department
4. How will you know what prints are associated with my cost center?
    a. With the introduction of Pharos Print Management software on all print devices, we will be able to track print usage down to the user, which allows for precise and accurate bill back by user/cost center.
5. Will costs be more or less compared to Xerox?
    a. With this new program with Canon, Creighton, and in turn each department should see significant savings with improved technology.
6. Is there a way for us to review a report so we can monitor usage for our department?
    a. Yes, reporting will be provided to the Creighton team on a monthly and quarterly basis.
    b. This information will be made available by the Finance Office to the various Finance Directors on campus.
7. What about paper costs? And will that be billed back to the right department?
    a. They will be tracked back to its parent department; all costs will be tracked back to department, and the savings on this will be considerable. Also, we can track print avoidance - when someone chooses not to print - and this is a huge benefit the University.

Print Center
1. I use the print center a lot. Will I work with the same people after the transition?
    a. Current employees of the print center have an opportunity to apply and interview for positions with Canon.
2. What should I do if I have work that has to be done during the transition?
    a. The Managed Print Services Implementation Team will be socializing the transition prior to the change to ensure everyone has enough notice to plan accordingly.
    b. The team is also working with the print centers and the Canon team to ensure work gets completed on time during this transition.
    c. Please contact the print center as soon as possible to discuss any jobs that will be due during the transition period.

      d. Major concerns regarding print job during the transition should be directed to the Project Manager, CJ Jackson
3. Will there be any different in how jobs are submitted to the print center?
      a. There will be a new, enhanced experience for online job submission coming in the fall.
4. Is the 200 page limit related to pages or sides?
      a. Sides. We'll need to educate users about this limit, and what steps to take accordingly. We'd want them to be responsible although we know that few uses, at first, will automatically redirect to the Print Center. Behaviors are hard to change, but it is something that we need to take on for this to succeed. The option to still use local devices will remain in place, simply the prompted recommendation will appear.
5. I'm at the MFD, and I realize my job is over the 200 page limit. Can I send the file to the Print Center directly from the device?
      a. No, not right now but we're looking into that functionality maybe down the road. The prompt comes when you're sending it, so you could email it to the Print Center.
6. Is there a new web submission interface for the printer center?
      a. Yes. We will be upgrading our web submission tool
7. Will the print staff change?
      a. Tentatively, yes, while it will take some sensitivity to handle, we are looking to onboard the Xerox employees to Canon.
8. Will the Print Center still have cash accounts of personal work?
      a. Yes!