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Where are the printers located?

- ESB room 2027 (mailroom)
- EOAS-Main room 113

I don't have an EOAS account, what do I do?

 Please ask your supervisor to submit the <u>account request</u> form on the department website.

I cannot login to associate my UBC card at the printer, what do I do?

 Please make sure you are logging in with your EOAS account, not your CWL.

I forgot my UBC card, how can I print?

 You can login to the printer by typing in your EOAS username and password.

The PaperCut client says 'No Speedchart/Worktag(s) available, what do I do?

 Please ask your supervisor to submit the <u>PaperCut form</u> on the department website in order to receive printing privileges.

My EOAS credentials are correct, but I still cannot login.

 Your account may not exist in PaperCut because it is not assigned to a speedchart/worktag. Please ask your supervisor to submit the <u>PaperCut form</u> to have your account assigned to a speedchart/worktag.

The printer doesn't show any pending print releases despite no errors when I printed from my computer.

• Check if the PaperCut client is running and asking you for your EOAS credentials when you print.