

## Printing FAQs for Ricoh printers in EOSM and ESB

Vincent Wu - 2024-05-27 - Print

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

- Please ask your supervisor to submit the [account request 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 [PaperCut form](#) 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 [PaperCut form](#) 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.

