

GreenPrint FAQs for Students

Why have we started changing for printing?

- Over the past several years, printing at Gateway Technical College has increased in volume by approximately 30% each year. With this increase has come increased cost to the college, so the college has implemented this change in order to reduce unnecessary printing costs. This system is meant to encourage both students and staff to manage our resources wisely.

How do I select the correct print queue?

- There are several choices to select from, so it is important to select the most appropriate print queue. Generally, the computer you are on will default to a BW printer nearby. However, you may wish to change it to one of these.
 - **K BW HP Std Secure Print:** Will print in black and white to any **HP** secure release device.
 - **K BW Ricoh Std Secure Print:** Will print in black and white to any **Ricoh** secure release device.
 - **K Color Ricoh Std Secure Print:** Will print in color to a **Ricoh** secure release device with **Color** capabilities. These are limited in number. Your campus library is a good choice to release a color print job from a Ricoh device.

What do I do if I don't have access to my account?

- If you have questions regarding your GatewayOneCard account contact: [877-271-1743](tel:877-271-1743), email gatewayonecard@gtc.edu or write to:

Campus Card Service Center
PO Box 1305
Doylestown, PA 18901-0117.

What should I do if there is a paper jam or my print job doesn't print?

- Contact the Technology Support Help Desk at 262-564-3695 to request a reprint of your document.

How do I dispute the amount that has been loaded to my card?

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How do I create a PDF instead of printing?

- Using Microsoft Office products, you may choose to save your document by selecting "Save As", then choosing "PDF" under the "Save as type" drop-down menu.