

Why doesn't my CWL username work to release a print job?

STUDENTS: You must enter your EAD username, which is your CWL followed by `.stu`. For example, if your CWL is `tbird1`, your EAD username is `tbird1.stu`. Note: if this is your first time using Pay for Print, you may need to reset your CWL password by going to cwl.ubc.ca/myaccount

FACULTY/STAFF: Your CWL username acts as your EAD username. There is no need for a suffix, simply use your existing account.

Can I use my meal and/or flex plan dollars on the Pay for Print system?

UBC students in residence may use their flex plan dollars for printing services on campus. Meal dollars, however, are restricted for use at UBC Food Services outlets. Students can add money to their flex plan by visiting the Pay for Print website, any Food Services outlet, or the Student Housing and Hospitality Services main office (located in Marine Drive Residence, Building 6).

Can UBC Okanagan visitors use the Pay for Print system in Vancouver?

Unfortunately not. However, you may purchase a guest card from any UBC Food Services outlet or from the vending machine on the 3rd floor of the Irving K. Barber Learning Centre.

I am unable to use my TD bank card to put money on my account.

TD's new bank cards do not currently work with the Pay for Print system. You can add money to your card with cash / coin at the copy card vendor located on level 3 of the Irving K. Barber Learning Centre.

How can I start printing using Pay for Print?

Login to payforprint.ubc.ca with your EAD account. If you are on a Pay for Print enabled UBC computer, you can simply click on "Print" and select the printer you want to use. Otherwise, click on "Web Print" followed by "Submit a Job" and then select a printer.

How can I customize my print settings? (e.g. doublesided, stapled, special paper, etc)

The only print setting that can be changed is single vs. double-sided printing. If you would like to print double sided, select the option labeled "Duplex" on the print selection screen.

Do I need to select which library branch and specific printer I want my job sent to?

No. With Pay for Print, you can submit print jobs to the central library queue and release them from any branch on the Vancouver campus.

Black & White `Central\BW-Single` for single-sided
 `Central\BW-Duplex` for double-sided

Colour `Central\Colour-Single` for single-sided
 `Central\Colour-Duplex` for double-sided

The machine isn't working. Who can I contact for help?

If a printer within a Library branch is not functioning, please speak with one of the Circulation Desk employees. They can provide technical support and request maintenance on machines during business hours.

Please visit payforprint.ubc.ca for more information