

# Frequently Asked Questions

## STUDENT PRINT



### DO I HAVE TO SELECT A NEW PRINTER?

Nope! There are just two FollowMe print queues across all campuses, removing the need to 'find' printers when you travel. Also, if you approach a multifunction device that shows an error or fault, you just need to walk to another one and print/copy from that device.

If you'd like information on how to use your new multifunction device, what it can do or you'd like to log a request/fault, DocuCare can help. Call the Fuji Xerox Help Desk on 1800 800 346, give you details, and a DocuCare representative will contact you.

### WHERE CAN I PICK UP MY PRINT JOB?

Once you've hit 'print', your job will stay in the virtual print queue and wait for you to collect it from any Fuji Xerox device on campus by simply swiping your student ID card. Any print job not released by you will automatically be deleted from the print queue after 12 hours. Easy-peasy!

### IF I SCAN A DOCUMENT TO SEND TO MY INBOX, DO I HAVE TO SELECT MY EMAIL ADDRESS?

No. Once you swipe your student ID card, the Fuji Xerox device will automatically recognise you and grab your details from the database. (It's very clever).

### WHAT IS DOCUCARE?

DocuCare are on-campus specialists who monitor all ECU's multifunction devices proactively throughout the day. DocuCare are the ones you can talk to if you have a question or a request about a device.

### WHAT ARE THE DOCUCARE HOURS OF SERVICE?

DocuCare are available on-campus 5 days a week to fix any issues that arise, and ensure devices are working correctly.

DocuCare are available between 8:30am and 4:30pm Monday to Friday (they split their time between the 3 ECU campuses).

### WHAT DO I DO IF I LOSE MY STUDENT ID CARD?

Panic! (Just kidding.) Simply follow the existing process for student ID card replacement.

To print in the interim, you can login directly to a Fuji Xerox multifunction device (ECU username and password required).

### HOW DO I REPORT A FAULT?

There should be a sticker on the front of each device with information about logging a fault. One of the options is to contact Fuji Xerox on 1800 800 346 or [fxgsteam@aus.fujixerox.com](mailto:fxgsteam@aus.fujixerox.com) (There's a good chance they'll already know about the fault, and be on their way!)

### WHERE CAN I FIND MORE INFO AND/OR USER GUIDES?

Quick Reference and How-To Print guides are located above each device.

You can also check out the student portal for the latest info.

### HOW DO I PAY FOR PRINTING?

You can add print credit onto your student ID card via EFTPOS at the SmartLoader kiosks on campus. On-line facilities coming soon! Check the ECU campus maps for locations of the SmartLoader kiosks.

To ensure service quality and best possible pricing we'll shortly be removing cash as a payment option and adding credit card.

### CAN I PRINT FROM MY MOBILE DEVICE?

Yes! You can print anytime, anywhere using the ECU webprint feature "[www.webprint.ecu.edu.au](http://www.webprint.ecu.edu.au)" on an Android device (IOS coming soon).

Make sure your documents are print ready. This means formatting your document for printing before you send it, eg PDF any Excel files, including only those tabs you wish to print.