

# Printing Info

Pitt students can send print jobs from any location to Pitt Print Stations located throughout campus. For more information and a complete list of locations, read below and visit [pi.tt/print](http://pi.tt/print).

## How to Submit Print Jobs from Your Computer

Download and install the Pitt Printing Client from [software.pitt.edu](http://software.pitt.edu). Clients are available for Windows and macOS.

After installing the client, simply print to the Pitt B&W Print Station or Pitt Color Print Station option in your computer's list of printers while connected to the internet. When prompted, enter your University username and password and click Print. You will then have 48 hours to release your job from a Print Station.

You can also upload your files to [print.pitt.edu](http://print.pitt.edu) from any web browser.

## How to Submit Print Jobs from Your Phone or Tablet

Attach the document you wish to print to an email and send it to [mobileprint@pitt.edu](mailto:mobileprint@pitt.edu) or [colorprint@pitt.edu](mailto:colorprint@pitt.edu). You will receive a confirmation email when your document is ready to print. You will then have 48 hours to release your job from a Print Station. You can also use the Pharos Print app available for Apple and Android devices.

## When You're Ready to Print

Go to any Pitt Print Station, swipe your Panther Card, tap and enter your University username and password, or scan the QR code with the Pharos app. Then select the file that you want to print, and touch **Print**.

## Print Quota Information

Registered students receive \$63.00 (900 black and white sheets) in print quota each semester. Black and white printing deducts \$0.07 per sheet and color printing deducts \$0.49 per sheet. Single and double-sided printing cost the same. If you do not release a job before it is automatically deleted after 48 hours. You can view your print quota and printing activity using My Print Center at [print.pitt.edu](http://print.pitt.edu).

# Printing FAQs

## **Q: Is my print quota affected by pages that are not printed?**

A: Your account is only charged when you release a print job by pressing **Print** at a Print Station or in the Pharos Print app. Jobs manually deleted or automatically deleted after 48 hours are not charged to your account.

## **Q: How do I get a print refund?**

A: If for some reason your job does not print after it is released, complete the online request form at [pi.tt/printrefund](https://pi.tt/printrefund) within 24 hours to request a print quota refund.

## **Q: How do I add additional print quota?**

A: Visit the Drop-In Support Desk at the University Store on Fifth to purchase additional print quota. Black and white printing costs \$0.07 per sheet and color printing costs \$0.49 per sheet. You can also add additional print quota using cash at the David Lawrence Hall 230 and Cathedral of Learning G-27 Student Computing Labs.

## **Q: Do I have to use my Pitt Email address with MobilePrint?**

A: MobilePrint supports all email providers. The first time you use an email address to submit a print job you will be prompted to register that email with your printing account. You can have multiple email addresses associated with your account.

## **Q: Can I print in color?**

A: Color Pitt Print Stations are available in all of the Student Computing Labs and select locations around campus. A complete list of locations is located at [pi.tt/print](https://pi.tt/print). To print in color, select the Pitt Color Print Station when printing from your computer or email your document to [colorprint@pitt.edu](mailto:colorprint@pitt.edu). Please remember that each color sheet printed deducts \$0.49 from your print quota.

## **Q: What paper sizes are supported?**

A: Pitt Printing supports 8.5x11 Letter paper at all Print Stations. Color Print Stations also support 11x17 Tabloid paper. If a print job with an unsupported paper size is released at a Print Station an error message about the paper attribute will appear and you will have to resubmit your print job. Your account will not be charged for the original unsupported job.

## **Q: My Panther Card won't work. What's going on?**

A: Several issues may prevent your Panther Card from swiping at the Print Stations. If the date on your card indicates that the ID has expired, if the back of the card is scratched, or if the card works intermittently, please go to Panther Central to get a replacement. If you have just received a new Panther Card or have recently registered for classes, your ID may not be updated in the printing system. It may take up to 24 hours for your new ID information to sync with your printing account. In the meantime, you can enter your University username and password at the Print Station to print or use the QR code.