

## **PaperCut – Frequently Asked Questions**

### **What is PaperCut and how am I being charged?**

Registered students are given the ability to print pages from their PaperCut account. Single-sided printing will deduct \$0.05 per page and duplex printing (double-sided) will deduct \$0.08.

### **Why am I being charged for printing?**

PaperCut is being implemented as the costs of printing in higher education continue to rise.

### **Do my registration tuition and fees cover printing costs?**

You will be granted a \$25.00 balance for printing each fiscal year starting July 1<sup>st</sup> and ending June 30<sup>th</sup> of the following year.

### **When will I have to start paying for printing?**

Bucks County Community College will begin charging for printing in July 2015.

### **What is my PaperCut account name and password?**

Your PaperCut account information is the same as all other accounts (Canvas, MyBucks, campus computers).

### **How will I pay for printing when my balance runs out?**

You can log into your account by clicking Details in the PaperCut window (in the upper right corner of the desktop after logging in). Click the Add Funds button and follow through to the PayPal website.

### **How will I know the amount of funds on my printing account?**

Each time you log into a campus computer, the PaperCut window will appear in the upper right corner. You will be given your current printing account balance.

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

Color printing is available at the Newtown campus library. Additional color printing is offered to students in certain multimedia courses and majors.

### **Can I print double-sided?**

Duplex (double-sided) printing should be enabled by default on most campus printers. Printing duplex is recommended as it is more cost effective than printing single-sided.

### **Are there a maximum number of pages that I can print per day?**

No. Students can print as long as there are funds remaining on their PaperCut account.

### **What if the printer jams or my document has streaks on it?**

When your printout is in an unacceptable condition, you can log into your PaperCut account and request a refund. You can request a full or partial refund depending on the circumstances. Refunds will normally be processed within 24 hours of the initial request.

➔ Any other questions not listed here can be answered by the ITS Help Desk at [helpdesk@bucks.edu](mailto:helpdesk@bucks.edu) or 215-968-8191.