

## PaperCut Faculty & Staff Frequently Asked Questions

Please review the FAQs below to gain a better understanding of PaperCut, as well as, answer some of your pending question.

### 1. What are the costs for printing, copying, scanning and faxing?

Function	Cost*
B&W** print or copy	\$0.04
Color print or copy	\$0.08
Incoming Fax	Free
Outgoing Fax	Free
Scan (B&W or color)	Free

\*All prices are for one side of a sheet of paper. \*\*B&W=Black & White

### 2. What does the cost per page include?

Cost per page covers all service calls, toner, paper, any other consumables needed for proper printer operation.

### 3. What should I do if I need more paper or something is wrong with the printer?

If you need paper, toner, or your printer simply is not cooperating with you, please contact the IT Help Desk at [sodhelp@umaryland.edu](mailto:sodhelp@umaryland.edu) or fill out SOD Printer Service Requests form ([http://dentalforms.umaryland.edu/inventory/printer\\_request.asp](http://dentalforms.umaryland.edu/inventory/printer_request.asp)) using your Dental username and password, and provide equipment ID, location/department, and describe the issue or request paper.

### 4. How will the new charge back system work for departments?

Everyone working at SOD is associated with a department based on their job or role with the University. PaperCut is able to automatically charge your department when you print because you must log into the network to do so. When you copy, you must log in to the copier by scanning your UMB OneCard on the card reader or entering your Dental username and password via on-screen keyboard. Logging in identifies you to PaperCut which then charges your department's account accordingly.

### 5. Who should I call if I have a billing question or issue?

Contact the IT Help Desk at [sodhelp@umaryland.edu](mailto:sodhelp@umaryland.edu) or 6-2084 if you have a billing question or an issue with your charge back report as soon as possible.

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### 6. Who do I contact if I need a new copier/printer or an additional copier/printer?

If you need a new or additional copier/printer, contact the IT Help Desk at [sodhelp@umaryland.edu](mailto:sodhelp@umaryland.edu) or 6-2084. OIT is responsible for providing a centralized departmental MFP (Multi-Function Printer). Additional devices or personal desktop printers will be considered for an individual or work group based on a substantiated business need and endorsement by the department head or above.

### 7. What training resources are available?

There are several resources available to assist you.

- [Mediasite clip](#) - Recorded step by step process
- [Job Aid](#) – Step by step guide document
- [OIT Support Guides](#) - Helpful how-to information

### 8. After I scan my UMB OneCard on the card reader or enter my Dental username and password via on-screen keyboard, how long will I stay logged in?

Once you scan your UMB OneCard or enter your Dental username and password, you will remain logged in for 20 seconds. After 20 seconds of inactivity, the device will log you out. However, you should always press the log out button when you are finished.

### 9. As a faculty or staff member, how can I reduce my printing?

- Utilize other secure file storage options such as your network storage space on Vibe (<https://vibe.umaryland.edu>), or a protected/encrypted USB flash drive to save documents instead of printing. **Please note that if possible, you should avoid storing PHI or PII on USB flash drive because they are prone to loss or theft. If storage of PHI or PII on a USB flash drive is necessary, the School of Dentistry requires that these devices be encrypted. For information about encrypted USB flash drives please contact the IT Help Desk at 410-708-2084 or [sodhelp@umaryland.edu](mailto:sodhelp@umaryland.edu)**
- Read and review materials from the computer screen, instead of printing.
- If possible, allow students to submit work electronically via email or through Blackboard, instead of printing.
- When reviewing journal articles, have the PDF or text of the article emailed to you, instead of printing.
- Use the comment and track changes features in Microsoft Word and other programs to provide feedback to others, instead of printing and marking up by hand.
- When printing materials:
  - Use the print preview feature to preview what will print before you actually print.
  - When printing website materials, look for a link to a "printable version" of the document. This will format the content for printing.
  - When printing website materials, make sure the last few sheets are not just advertisements or footer information.