

Rowan University Uniprint FAQ

Q1: What is Uniprint?

A: Uniprint is the campus-wide software-based printing system being implemented to give student users high-quality, affordable laser printing. It is made by a company called Pharos.

Q2: Who can print using Uniprint?

A: Any Rowan student with a current Novell account can print in any lab where Uniprint is available.

Q5: Why change the method of printing in the labs?

A: Information Resources (IR) has determined that the print server system currently in place is out of date and in need of an upgrade. IR has decided to go with a print system that not only replaces our current system, but provides additional features. (i.e. being able to print from any lab to any printer, the ability to print from remote locations, and the ability to choose which jobs to print, and allow students to be more efficient with general printing practices. The Uniprint system is also a much more robust system, is specifically designed for large and small lab use, and can grow to fit future requirements.

Q6: How much does it cost?

A: Every student receives a \$15 initial credit each semester in their Rowan Uniprint account. Printing costs are:
Regular laser prints = \$0.02 ea.

Q7: How do I put money into my Uniprint Account?

A: You can place funds into your Uniprint account by using your Rowan Card at the Bursar's Office. Or, if you continue to swipe with No Uniprint balance left on your card, funds will be deducted from your Rowan Card balance.

Q8: Can I put funds (money) into another user's Uniprint account?

A: No.

Q9: How do I get a refund?

A: Refunds will be handled on a case by case basis. In general there are no refunds... only reprints. Users should make doubly-sure that the print job looks the way they want BEFORE they print. Reprints will not be provided for user-induced formatting issues. However if the printer malfunctions (low toner, streaks in printout, blank pages, etc.) a reprint will be provided as long as a monitor or other support member is made aware within 30 minutes of sending the failed job.

Q: How can I check my Uniprint balance or transaction history?

A: Any student can check their balance at any of the Uniprint Kiosks around campus.

Q: Can non-students (faculty, staff, etc.) print in the labs using Uniprint?

A: No.

Rowan University Uniprint FAQ

Q: Why do I have to log in to Uniprint every single time that I print?

A: One of our primary concerns was the prevention of unauthorized users printing from someone else's account. Having to enter a password for every time you go to the kiosk eliminates this problem. This system also allows you to print from any kiosk location regardless of where you printed from. This account is tied to your username so it is necessary to have each student login.

Q: What about color laser printing?

A: Color laser printing is now available in Duplicating in Memorial Hall.

Q: What if the network goes down?

A: As with any networked printer, when the network goes down all printing services stop on that printer until the network comes back online. However you can print the jobs you sent to a given printer on any other open lab printer.

Q: When I graduate, or transfer, can I get a refund from my Uniprint account?

A: No. Uniprint funds are "use it or lose it".

Q: What happens to my balance at the end of each semester?

A: Any funds above your initial 375 page allocation in your Uniprint account will be carried forward to the next semester.

Q: I noticed extra money in my Uniprint account. Where did it come from?

A: Certain departments, programs and colleges have paid for additional funds to be placed into their students' Uniprint accounts. In most cases, these funds are use it or lose it, and are non-accumulating.