

Copiers/Printers FAQ's

How do I retrieve my prints?

- You can either swipe you Staff/Student badge at the copier.
- You can login with your RCCC login & password.
- You can put in your RCCC ID & leave the password blank.
 - For Students you must add 874 in front of you student ID & leave the password blank.

I cannot retrieve or do not see my prints.

- When you scan in make sure you have money on your account.
 - If you do not have any money on your account, you can go to the LRC and they can put money back on your account.

When scanning in it says no user account found.

- Put in an ITS Helpdesk ticket and we will create the printing account.

How do I make copies?

1. Sign into copier using ID Badge or username and password.
2. Press Copier button, place original copy under lid.
3. select number of copies using number pad, press start button.

What do we do when we have a problem with the copier?

- When there is an issue with a copier, you will need to put in an ITS Helpdesk ticket, and we will help resolve the issue with the copier.

I am locked on a copier; how do I fix this?

- Put in an ITS Helpdesk ticket and let us know which terminal name you are locked on.

- The error message will tell you which one it is. Ex. “Locked on Terminal N1100-01P”.

How can I email a document from Ricoh scanner?

- If you have a RCCC email address, you simply need to select Scan and then select Manual Entry to enter your email address. Once it has been entered, you can scan.

It says there is no more paper

- The copy center has paper for the copiers. You can pick some up there and refill the tray that is empty.

There is a paper jam in the printer

- There will be instructions on the screen on how to clear the paper jam.
- If you have trouble clearing the jam or the jam is recurring, please submit an ITS Helpdesk ticket.

The copier says it is out of toner

- You will need to submit an ITS Helpdesk ticket stating the location of the printer and we will replace the toner.

How do I print legal size paper?

- Put the legal-size paper in tray 2, and sign into the printer and print your document, it will auto select and print from tray 2.