

# Information Technology and Media Services

Last updated 07.09.21

## Printing

DMU printing is flexible and will accommodate all your printing needs, just by using your student card at any machine. You can print from, and to, any printer at the university as our printers are available in all student areas allowing you to:

- Print double sided, using less paper
- Send your work to any printer across campus
- Scan documents directly to your email account

### How to print

Swipe your student ID card on the pad on the front panel on the printer. Select the option you require: **print**, **copy** or **scan**.

#### Print

- Select your file from the list.
- Tap Start Print.

#### Photocopy

- Place the original on the flatbed
- Tap Start Copy.

#### Scan

- Place the original on the flatbed and touch email.
- When you fill out the fields it will be sent to your DMU email account.

### Print Charges

A4	Black & White	1p
	Colour	3p
	Acetate	3p

A3	Black & White	2p
	Colour	3p

**Note:** costs are per side, a double sided print will cost the same as two single pages.

## How to check your print balance

- Go to the web page <http://printing.dmu.ac.uk>
- Log on using your P-number and usual password.
- Select Transactions.



- Your balance is detailed at the top of the page.
- Logout once finished.

## Add print credits using e-payments

- Go to the web page <https://printing.dmu.ac.uk>.
- Log on using your P-number and usual password.
- Select ePay.
- Check your email address is correct and enter the amount you want to add to your account. Click Accept.

A screenshot of the e-payment form. It has two input fields. The first is labeled 'EMAIL' and contains the text 'p123457x@my365.dmu.ac.uk'. The second is labeled 'AMOUNT IN GBP' and contains the number '10'. To the right of the second field is the label 'GBP'. Below the input fields, it says 'Your current disposable amount is: 3.23 GBP'. At the bottom right, there is an orange button labeled 'Accept'. Red arrows point to the email field, the amount field, and the 'Accept' button.

- You can credit your account with anything from £2.50 right up to £1,000! Do remember that any credit you add to your account is non-refundable.
- Check the transaction summary is correct and click continue.
- Enter your details and follow the instructions on the screen.
- Logout once finished.

## Manage your printing

You can view and delete pending print jobs. This can save you valuable printing credits should you send something to the printer and then change your mind.

- Go to the web page <https://printing.dmu.ac.uk>.
- Log on using your P-number and usual password.
- Select Documents.



- A list of all pending jobs is displayed
- Select the job you wish to delete and click on the delete button.
- If the print that you want to delete is not showing select refresh list as the system can sometimes take a while to update.
- Logout once finished.



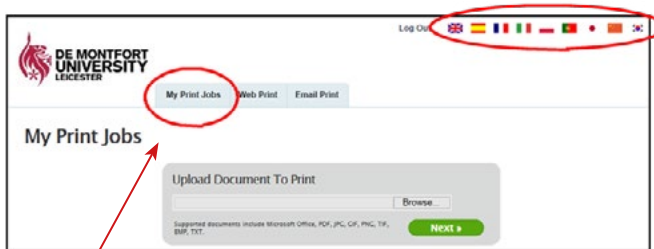
# Mobile Printing

You can now print a document from your own computer to any student printer at the university. This can be either via an email (this must be sent from your DMU student email account) or by uploading your documents via the internet.

Printing via mobile print will **only allow** you to print an A4 BLACK & WHITE, double sided copy of your document. Appropriate print charges apply (see page 1).

## Uploading a document

- Open your browser and type in [mobileprint.dmu.ac.uk](http://mobileprint.dmu.ac.uk) (**do not type WWW** at the start as this will take you to a search results page).
- If you are not already logged into MyDMU you will need to input your student ID and password in the Single Sign-On page.



**N.B.** There is a choice of languages at this stage. Just click on the appropriate flag.

- From the **MyPrint Jobs** tab select the Browse button and locate the file you want to print.
- Select Next to add your print to the printer queue
- Once the Status is set to Printed your job is ready. The number of pages will also be shown.
- Repeat this process for any other files that you wish to print.

# Contact Us

If you have any difficulties printing please visit:  
the Service Desk in Kimberlin Library

Or

Contact us on: 0116 250 6050

Or

Email: [itmsservicedesk@dmu.ac.uk](mailto:itmsservicedesk@dmu.ac.uk)

# Support and Guides

## Self Service: [Help.dmu.ac.uk](https://help.dmu.ac.uk)

Please refer to our self service help page where you will be able to locate answers and information to some of the common queries around IT Services at DMU. Visit: <https://help.dmu.ac.uk>.

How do I access software that is available on DMU PCs?	+
How do I use SSH/Oracle (CEM)?	+
How do I add my email inbox to my mobile device?	+
How do I top up my student account for printing?	×
You can top up your account by visiting <a href="https://printportal.dmu.ac.uk/">https://printportal.dmu.ac.uk/</a> .	
What is the difference between student username and email address?	+
How can I change my password?	+