Wilkes University

FAQ – HOW DO I REQUEST A PRINT REFUND?

Purpose

• This guide outlines the steps to request a print refund due to a printer error

Requirements

- Active Wilkes account
- Access to the Green print Console from an open access computer

Notes

• If you were charged for a print job that did not complete due to a printer error, please gather the information outlined below in the Process section and email it to **printrefund@wilkes.edu**

Process

- Gather the following information and email it to printrefund@wilkes.edu
 - 1. Name
 - 2. Email address
 - 3. Asset tag of the computer that you attempted to print from
 - 4. Time of day the print job was attempted
 - 5. Amount of pages that were printed
 - 6. Amount that your Green Print account was charged
 - 7. Error message that was displayed on the printer (if applicable)

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- Most of this information can be found by logging in to the Green Print Console
 - 1. Click the **Details...** link in the Green Print balance window



2. Log in with your Wilkes account credentials

Pap	erCu	tNG
	P	
Username	helpdesk	
Password		
Language	English	~

3. Click the **Recent Print Jobs** link

	Summary	
Summary		
Rates	Username	helpdesk (helpdesk)
Redeem Card	Balance	\$53.65
Transfers	Total print jobs	8
Transaction History	Total pages	12
Recent Print Jobs		
Jobs Pending Release	Activity	
Web Print		
The second se		Balance history for helpdes

- 4. A list of Recent Print Jobs will display
- 5. When finished, click Log Out