GreenPrint FAQs

Why have a print quota?
GreenPrint works to reduce excessive printing practices on campus in ways that align with broader campus-wide initiatives aimed at making Wilkes a more environmentally responsible community. A study of campus printing during Fall 2007 indicated that 85% of students print less than 500 pages and that the remaining 15% of students account for 50% of all paper usage. GreenPrint establishes a per-student printing quota that is commensurate with the printing needs and practices of the preponderant majority of students across campus and that highlights attentive printing as one way in which students might engage in environmentally conscious practices and behaviors.

How many prints do I get?
500 plus 50 additional pages for printing errors.

What happens when there is a printer jam or error, or my document doesn't print at all? Can I get those pages credited back to my account?
It may be possible since, printing errors and jams do occur to compensate students for these each student has been allotted 50 additional pages to their 500 page quota. But if you have attempted to print the same job multiple times without success you can fill out the Green Print Refund template with the information you gather from your green print console and send it to printrefund@wilkes.edu if approved the funds will be credited back to your account.

What do prints cost?
Ten cents per page for each page after 550 pages have been printed.

How did you come up with the cost per print?
The current rates will encourage responsible printing without placing an undue burden on individuals. The charge will allow only for partial cost recovery. Beyond the obvious cost of paper and toner, frequent equipment repair, maintenance and replacement is necessary.

If I'm taking more credit hours, shouldn't I have a larger quota?
Quotas are based upon the average printing needs of a typical student.

Will my unused quota from the current semester roll over into the next semester?
No. Student print quotas will be reset one week prior to the start of the semester.

What happens when I exceed my allotted quota?
When quotas are exceeded charges will be added to your student account at the end of the term.

What happens to my unused pages?
At the end of a semester print quota are reset no remaining quotas are carried into the next semester. Nor can you "borrow" from an upcoming semester.

If I have unused pages left over, can I give them to someone?
Yes. You can transfer the unused funds through your Green Print console

What if my print output is lost or thrown away?
It is your responsibility to pick up your output from the printer.

When printing on both sides of the page (duplex), am I charged for 2 pages?
No, to promote the efficient use of paper utilization, quotas are decremented by the number of pieces of paper rather than the number of images.
**GreenPrint FAQs**

How do I print multiple pages per sheet?  
The steps will vary across campus, find and click on the “Prosperities” button.  

Find the Multiple Up dropdown box and choose one of the options. Your account will only be decremented by the number of pieces of paper printed.  
Contact the Help Desk at HELP (4357) if you need assistance.

How do I know how many pages have I used this semester?  
To tell what your current balance is.  When you log into a lab computer a small pop-up application will display you your current balance (do not exit this application as you will not be able to print).  
Your starting balance each semester is $55.00 (550 pages x $.10 per page). Your current balance is displayed in real-time.

After clicking on print will I have an opportunity to confirm or cancel?  
Yes, each time you click print in an application a notification dialog box will appear displaying the number of pages and cost value for that print job before it’s sent to the printer. You can then release the item to the printer by clicking Print or Cancel the job.
GreenPrint FAQs

Will I be warned when I’m about to run out of pages?
Yes, you will receive an email (to your Wilkes account) when you have 50 pages or less remaining to print before exceeding your 550 page allocation for the semester. Your print history and remaining quota can also be check by click on the GreenPrint Quota link on the IT Help tab.

Once a job is released to the printer, can it be cancelled or stopped from printing?
Possibly, once a job is released for printing and it enters the printer’s memory it cannot be cancelled. However if the print job is waiting in the printer queue it may be deleted and your account will not be debited. When using Windows double click on the printer icon located on the lower right status bar.

If your print job is in the print queue, click on it and then under the “Document” dropdown select “Cancel”. If you need any assistance contact the Help Desk at HELP (4357), while the Help Desk staff will not be able to delete your document from the print queue they will be able to walk you through the steps.