Print Copy Scan and Fax

You can print, copy, scan and fax all from the shared printers using Papercut. Here is a description of these services.

Information

In an effort to further advance the University’s sustainability goals related to paper use and to offer a more flexible service, we are pleased to announce that SOM has adopted a new printing service. We have selected print management software called Papercut and reconfigured the printers at SOM.

Papercut offers “follow me printing,” which allows you to retrieve and print documents at any printer that is part of the system including those outside of SOM. These allow you to print, copy and scan all from the same device.

Through monthly paper use reports, SOM administrators will be able to learn more about printing habits and use the information to create less paper-intensive processes, move toward electronic solutions, and start conversations with faculty, staff, and students about sustainable practices. For more information on the goals and data collected by this project, please click here.

Getting Started

SOM IT has set up your account which is linked to a printing account.

Your account information is stored on a webpage and includes transaction history and print jobs that are pending release. Click here and log in with your NetID and password to view your account. If you need an adjustment made to the account information shown, please submit a ticket to somit@yale.edu.

Configuring Print Queues

Due to the complex manual configuration of the printer queues, we suggest contacting SOM IT at 203-432-7777 or somit@yale.edu to have your printers configured for you.

Printing From Your Computer

- You will be able to retrieve your print job at any printer at Yale.
- Log into a printer by waving your Yale ID card over the PaperCut ID reader or enter your NetID and password on the touchpad.
- Your print job will remain in the queue for 2 hours. After 2 hours your print job will automatically delete from the queue.
- Faculty or Staff who only use one account to print from can be set up to bypass the account pop up box. Contact somit@yale.edu for setup.
- SOM IT can set up a direct print queue in which your job will print without being released. Please note that using this option leaves unattended prints on a public printer. Contact somit@yale.edu for setup.
- SOM IT can eliminate the “Charge to my personal account” option so it’s not inadvertently selected. Contact somit@yale.edu.

Copying

1. Log into the machine by waving your Yale ID card over the ID card reader or enter your NetID and password on the touchpad.
2. Place your document in the document feeder face up, or on the flatbed face down.
4. On the touchpad select your account from the menu and select OK.
5. To the left of the touchpad press the Copier button.
6. On the touchpad select any preferences such as quantity, page orientation, etc.
7. Select Start.
8. Once your document has been copied, select the Log In/Log Out button to the right of the touchpad.

Faxing

1. Log into the machine by waving your Yale ID card over the ID card reader or enter your NetID and password on the touchpad.
2. Place your document face up in the document feeder.
4. On the touchpad select your account from the menu and select OK.
5. On the left of the touchpad press the facsimile button.
6. On the touchpad select Manual Entry and enter the destination fax number. Select OK.
7. Select Start.

Supplies and Service

PAPER

Paper for the Copy Center and Faculty floors are ordered and refilled by SOM IT.
SOM Departments are responsible for ordering/replacing their own paper. Yale University encourages ordering paper supplies from W.B. Mason through Workday.

TONER

SOM IT supplies toner for Faculty and Student multi-function machines. If you need cartridges email somit@yale.edu or call 203.432.7777 and specify the printer location.

Shared Departmental printers are responsible for ordering their printer’s toner. Toner can be ordered through the MyRicoh Customer Portal or by calling the number on the front of your department’s printer.

STAPLES

SOM IT supplies staples for Faculty/Staff and Student multi-function machines. These machines require specific staples cartridges that are ordered from Ricoh. If your machine needs staples refilled email somit@yale.edu or call 203.432.7777 and specify the printer location.

Shared Departmental printers are responsible for ordering their printer’s staples. Staples can be ordered through the MyRicoh Customer Portal or by calling the number on the front of your department’s printer.

SERVICE FOR DEPARTMENTAL PRINTERS

If a shared printer within your department needs supplies or service

- Option 1: Contact Ricoh Customer Service by dialing the 1-888 number on the front of your printer, 1-888-456-6457, and have the Ricoh ID number (on the white Ricoh sticker on front of your printer) ready.
- Option 2: Service Orders can be placed through MyRicoh Customer Portal

If you have a MyRicoh Online account:

- Log into your MyRicoh account
- Click My Equipment - Service & Supplies
- Under My Equipment select the button for the printer that needs service and click Request Service
- Click Create Service Request
- Click Create Service Request again
- Fill out the problem description, if the printer is currently working and your contact information
- Click Next

If you don’t have a Ricoh account, call the number on the printer Ricoh label with the serial number on it or:

- Visit the MyRicoh Customer Portal
- Click on Register and fill out the requested information. Under Account Verification, enter the Equipment ID from the Ricoh sticker on the front of your department’s printer.
- To complete your registration, you must verify your account by clicking on the verification email from Ricoh.
- After account verification, a request will be sent to your organization’s fleet administrator for approval. You will be notified when the approval is completed.
- Once your account is created, you can request services or supplies. You can also add any other applicable IDs for any other printers you manage.

SERVICE FOR STUDENT/FACULTY PRINTERS

If a Student or Faculty printer needs supplies or service, please contact the SOM IT Help Desk at somit@yale.edu or call 203.432.7777. Have the printer model and Ricoh ID number (on the white Ricoh sticker on front of your printer) ready.
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