

# GUIDE TO PRINTING @ OTIS

Academic Computing Services (ACS), located in Ahmanson Hall, Room 401, has begun the transition to an online print management system in the computer labs, classrooms, and library. The new system, called **PaperCut**, allows students and faculty to pay for their prints and copies through a convenient PaperCut account. Users simply add cash to the account with a credit or debit card. They can view their account balance by logging into any lab or classroom computer with an Otis user account and using the PaperCut widget.

## How do I add cash to my PaperCut account?

There are two ways to add cash value to your PaperCut account:

1. Use a credit card at one of the self-service PaperCut stations outside the Main Lab, Ahmanson Hall, Room 401, in the Millard Sheets Library, or at Fashion C207.  
**OR**
2. Pay with a debit card or with cash at the Business Office, Ahmanson Hall, Room 218, and bring your receipt to the Main Lab to credit your PaperCut account (during regular business hours.)

## Where can I use my PaperCut account?

Your PaperCut account is automatically debited for all prints and copies made in the computer labs, classrooms, and library. Prices are posted at each printer and copier. Prices for B/W prints will continue to be no-charge, and color print and copier prices have been decreased to provide a better printing value. Previously purchased Color Cards can be converted to PaperCut value by the ACS staff in the Main Lab.

## Can I get a refund if there's a printer error?

If a print paid for through PaperCut contains a printer error or doesn't print, the ACS staff can credit your PaperCut account during business hours. However, no credit will be given for errors in document formatting or content. There are no cash refunds.

## Will the prices for printing at Otis change?

For all the current B/W, Color, and Copier prices at Otis visit the ACS website [www.otis.edu/acs](http://www.otis.edu/acs) or see the posted signs at each printer or at the Color Print Desk in Ahmanson Hall, Room 401.

## How do I get help with printing at Otis?

If you ever need help printing in the labs or classrooms, please see the Tech on duty during open-access hours, or ask the Library staff for assistance. You may also call the ACS helpdesk at **310-665-6825** or email [acstech@otis.edu](mailto:acstech@otis.edu).