# PaperCut Questions and Answers

**-What is PaperCut? How Does it Work?**
-PaperCut is a print management system and works by intercepting print jobs as they pass into a print queue. It watches the queues and extracts job information such as page counts and uses this to implement logging, charging, control, quotas or reporting or a combination of all. Typically PaperCut is installed on a server. The administrator installs the printers on the server then shares them over the network (i.e. a shared print queue). The other systems on the network (workstations) print to these shared queues. From a student perspective, PaperCut manages pay for printing accounts, print release and cost tracking.

**-What is the Address for the YPPS Home Page?**
-The address for the YPPS home page is http://ypps.yale.edu/.

**-How do I add funds to my PaperCut account?**
-For instructions on how to add funds to your PaperCut print account, hold down the shift key on your keyboard and click here.

**-How do I request a refund for a print job in PaperCut?**
-For instructions on how to request a refund for a print job, hold down the shift key on your keyboard and click here.

**-How do I create a guest account in PaperCut?**
-For instructions on how to create a guest account in PaperCut, hold down the shift key on your keyboard and click here.

**-How do I release jobs from my IOS device?**
-For instructions on how to release jobs from your IOS device, hold down the shift key on your keyboard and **click here.** (you must be connected to Yale Secure)

**-What is Web print?**
-A service that allows authenticated and unauthenticated users to print from a laptop and other wireless devices (e.g. smartphones) without the need to install print drivers.

**-What are the Differences Between User and Shared Accounts?**
-PaperCut has two types of accounts - **personal accounts** and **shared accounts**. Each user has a personal account. This is the default account charged under normal operation. Shared accounts allow users to allocate jobs to cost areas such as faculties, departments, projects, clients, cost centers, or pools. This feature is useful when organizations want to track printing based on their project/department.

**-Do I need to be connected via VPN?**
-Yes.  A VPN (Virtual Private Network) is a way to securely access a remote network.  Yale VPN allows eligible individuals to access Yale resources from a non-Yale internet source as if they were directly connected to the campus network.  To find more information about VPN, hold down the Ctrl key on your keyboard and **click here.**

**-When is VPN Required?**
-To access restricted services and resources on the University and Yale-New Haven Hospital (Y-NHH) network and If you need remote access to Yale systems or on-campus workstations (via Remote Desktop Protocol [RDP]).
-The latest VPN software with configuration and installation instructions can be downloaded from the IT Software Library. Hold down the Ctrl key on your keyboard and **click here.**

**-Where Can I Find Info on My PaperCut Activity?**
-To get information on your PaperCut activity, login to your PaperCut account using your NetID. If you don't have a NetID, register as a guest user. To log into PaperCut, hold down the Ctrl key on your keyboard and **click here**. For detailed information about your PaperCut user page, hold down the shift key on your keyboard and click here.

**-Will PaperCut Slow Printing?**

-Users will experience no noticeable slowing of normal print jobs. Very large jobs may experience a few seconds delay as the job spools to the print server.

## -How Does PaperCut Notify Users that They are Out of Credit?
-If the User Client Tool (client software) is installed on the workstation, the user's credit status will be displayed on login. In addition users can view their account status in detail via the `Summary` page via the User web interface. The User Client Tool is configured to display a warning message when the user's credit hits $1.

## -What is a PaperCut Print Server?
-A print server is a system that hosts and shared print queues. A print server is not necessarily a dedicated server. On most networks an existing server such as a file server or domain controller will satisfy this role. A desktop system may also act as a print server on small networks. PaperCut will work on Windows, Mac or Linux servers.

## -Which Printers are Supported?
-PaperCut works with the majority of printers including printers supporting:

- Postscript
- PCL (all versions)
- PCL-GUI
- PCLXL
- HPGL
- Epson languages ESC/P2, ESC/PAGE and ESC/PAGE-COLOR
- Ricoh RPCS
- Many proprietary GDI printers from the links of Lexmark, Brother, Panasonic, HP, Xerox, QMS, Samsung and others.