Why is the Printer not printing

Do you have money? You can check your printing balance two ways

1) **When in the Lab**
   Curse your mouse over on the right hand side of your monitor in the task bar the monitor like icon (Shown on the left) will pop-up your printing account balance.

   * (Parentheses) means you are in the negative

OR **When in the Lab**
Go to the Start Menu —> All Programs —> LCB Print Account Information

You will login with your blackboard information

- It will show your current balance. Again (Parentheses) means you are in the negative
- If you would like to see everything you have printed this term, Click Statement

2) **When at home**
Go to https://lcb-print.ad.uoregon.edu:2941/webtools

You will login with your blackboard information
- It will show your current balance. Again (Parentheses) means you are in the negative
- If you would like to see everything you have printed this term, Click Statement

Saving Documents

From Your Email or Blackboard

- Save As to your M Drive (found in my computer), which can be mapped at home (see M Drive handout for more details)

- Rename the file (something you will remember not 1@3%^$*)&!2011)

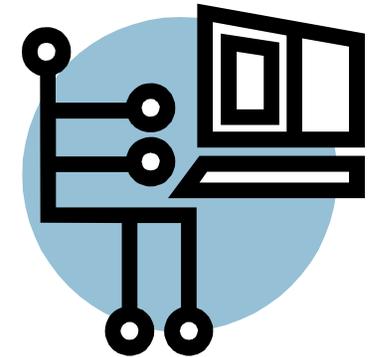- NEVER save it to the temp files, the file will be lost forever
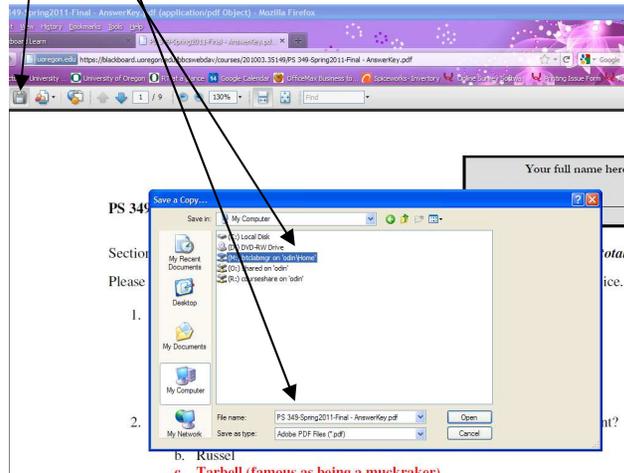
Frequently Asked Questions

Miles and Eleanor McKay

Business Technology Center

Chiles 326
in the Lillis Complex

For More Assistant Contact

BTC Front Desk

Phone: 541-346-3244
Email: lcblabtech@uoregon.edu
Website: http://lcb.uoregon.edu/BTC

How to request a Practice Room

1. **Visit:** http://www2.lcb.uoregon.edu/forms/practice-room-request/

2. Check the **Peterson Room Google Calendar** on the page for available times

3. Fill out **request form** on the Left side of Google calendar

> **Name:**
> **Email:**
> **Phone Number:**
> **Number Attending:**
> **Date:** (you want the room)
> **Beginning Time:**
> **Ending Time:**
> **Select which room you are wanting:**
> **Any additional notes:** (optional)

- Rooms can only be check-out for two hours at a time.

- If you would like a reoccurring reservation for the same time, please list the other days in the "any additional notes" section. The additional dates will have to be approved by the Lab Manager, the Front Desk will contact you when a decision has been made.

How to Add a Printer

Go to Start —> **Devices and Printers**

Click **Add a printer** at the top of the page

Select the #2 choice, **Add Network Printer**

Click on hyperlink at bottom of the page, **"The printer I want isn't listed**

Select the top choice, **"Select a shared Printer by name"**

In the **field, type \\lcb-print**, then a list of printers should appear"

Select either **BTC-Learning** or **BTC Central** and/or **BTC-RicohColor** from the list of printers

Click next, then **"Finish",** repeat until you have all the printers needed.

- If this does not work, try another computer and second computer does not work. Email document to lcblabtech@uoregon.edu, and they will print the document

How to Add money to Campus Cash

To add ONLINE, 24/7

1   Log into your DuckWeb Account

2   Click: **Student Menu**

3   Click: **QuikPay Student Account**, listed under Business Affairs/Student Billing

4   Once you are in QuikPay, click **Make Payment** in left hand column and make your deposit in the **Campus Cash Deposit**

5   After adding to your campus cash account, **give your student ID card to the front desk staff** and they will transfer campus cash to your BTC printing account.