Printing

Covid-19
During the University lock-down many of the printers around campus will be unavailable. The printer in Pendle’s porters lodge is now available Monday-Friday from 9am to 5pm (access via the back door in the conservatory). Please remember to wash your hands before & after use, and to maintain social distancing.

LU Print is the Lancaster University print service that allows you to choose how to print. The service enables you to send your work to the printer from a wide range of devices, and visit any printer on campus to print out your documents using your University card. You can also scan to print (photocopy) or scan to email from any printer.

To access LU Print, go to print.lancaster.ac.uk.

Frequently asked questions

- How much does printing cost for students?

<table>
<thead>
<tr>
<th>Single sided</th>
<th>£p per side</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 Mono</td>
<td>0.05</td>
</tr>
<tr>
<td>A4 Colour</td>
<td>0.13</td>
</tr>
<tr>
<td>A3 Mono</td>
<td>0.13</td>
</tr>
<tr>
<td>A3 Colour</td>
<td>0.19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Double sided (Duplex)</th>
<th>£p per side</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 Mono</td>
<td>0.04</td>
</tr>
<tr>
<td>A4 Colour</td>
<td>0.11</td>
</tr>
<tr>
<td>A3 Mono</td>
<td>0.11</td>
</tr>
<tr>
<td>A3 Colour</td>
<td>0.16</td>
</tr>
</tbody>
</table>

- Can I print from my own PC or Mac?
  Yes - for instructions see Set up printing on your personal device.

- How do I top up my print credit?
  You can top up online by going to print.lancaster.ac.uk and selecting Add Credit on the left menu.

Requests

- Request departmental print top up vouchers

Related pages

- Stapler function on printers
- Printing without card using a PIN code
- Paying for printing using print credit
- Set up printing on your personal device
- Scanning and photocopying
- Send your document to a printer
- Log in, print and delete documents at a printer
- Printing costs

Troubleshooting

- Cannot print to a campus printer
- Issues printing large PDF documents
- Printer says University card is invalid
- Unable to print A3 on a Mac
- Report broken network printer
- Report another problem with printing

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- Printer says University card is invalid
- Unable to print A3 on a Mac
- Report broken network printer
- Report another problem with printing
Alternatively you can top up using cash in the library.

Can I do large format (e.g. A0) printing?
Large-format printing is available from the University print service in County Main.

Design, Photography and Print Service

How do I print from the web?

1. Go to LU Print.
2. From the left-hand menu, Click on Web Print – the Web Print screen opens.
3. To upload a document for printing, click Submit a job.
4. Choose a colour or mono printing queue from the list:
   1. Staff Print queues: lancs-print1\staff-colour or lancs-print1\staff-mono
   2. Student Print queues: lancs-print2\colour or lancs-print2\mono
5. Click Print Options and Account Selection.
6. Enter the number of copies of the document you require.
7. Click on the Upload Documents tab – the Upload screen opens.
8. To put your documents in the upload area:

1. Click **Upload from My Computer**, locate your document from your storage area, then double-click on it to put it in the upload area; or
2. Drag your document onto the **Drag files here** area.

9. Click **Upload and Complete** – you should see a message confirming that your document was successfully submitted.

Your document should show on the Web Print Screen as being **Held in a queue**. Your document will remain in the queue until you print it out. See: Log in, print and delete documents at a printer.

If you want to submit another job, from the Web Print screen click on **Submit a Job** and repeat the above instructions.

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**How do I redeem a print top-up voucher?**

If your department has provided you with a print voucher, to add credit to your printing account, you can redeem the voucher online.

In order to do this:

1. Go to [https://print.lancaster.ac.uk/](https://print.lancaster.ac.uk/) and log in using WebLogin.
2. Click on **Redeem Card**.
3. Type in the unique number next to where it says **Card Number**.
   
   Be careful to type in the number exactly as it appears on the voucher including any hyphens (-) that appear.
4. Click **Redeem Card**.
5. The credit will then apply to the account.

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**Common Errors**

**Supplied card number invalid**
Take care on entering the code, ensure you are entering in every symbol present, including any hyphens ( - ). If the code still says it is invalid, check back with the person who provided you with the code to ensure it is correct. They can also issue you with a different working code if needed.

**Voucher already used**

Check that you haven’t accidentally entered the code in twice – check your account balance to see if the credit has applied successfully. If it has not check back with the person who provided you with the voucher to obtain an unused valid code.

**Voucher has expired**

The vouchers have a set expiration date on them; if you are seeing this error message the code is no longer valid and cannot be used.

**The page doesn’t appear to register, hangs or otherwise fails**

This is most likely an issue with the internet browser. Try using a different, up to date, browser as a test. Often addons and extensions, such as AdBlock, can cause issues with websites so ensure you aren’t using these. If this still doesn’t work, please use a University supported machine such as a lab or library PC.

**Any other issues**

Please report a problem with LU Print with full details or your issue and we will look into this further for you.

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Where is my nearest printer?

You can access networked printers (including copying and scanning) in the following locations:
<table>
<thead>
<tr>
<th>Location</th>
<th>Rooms/Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ash House</td>
<td>IT Lab</td>
</tr>
<tr>
<td>Barker House Farm</td>
<td>A57/A58 PC Lab</td>
</tr>
<tr>
<td>Bowland Main</td>
<td>Bowland Main Foyer</td>
</tr>
<tr>
<td>Bowland North</td>
<td>A64 PC Lab</td>
</tr>
<tr>
<td></td>
<td>A65 PC Lab</td>
</tr>
<tr>
<td>Charles Carter</td>
<td>B2</td>
</tr>
<tr>
<td></td>
<td>C2</td>
</tr>
<tr>
<td></td>
<td>D2</td>
</tr>
<tr>
<td>County Main</td>
<td>A12/13</td>
</tr>
<tr>
<td></td>
<td>A44 PC Lab</td>
</tr>
<tr>
<td>Engineering</td>
<td>B31</td>
</tr>
<tr>
<td></td>
<td>C26</td>
</tr>
<tr>
<td>(Old) Engineering</td>
<td>A08 PC Lab</td>
</tr>
<tr>
<td></td>
<td>A09</td>
</tr>
<tr>
<td></td>
<td>A1</td>
</tr>
<tr>
<td></td>
<td>A10</td>
</tr>
<tr>
<td></td>
<td>A37 PC Lab</td>
</tr>
<tr>
<td></td>
<td>A90</td>
</tr>
<tr>
<td></td>
<td>B69</td>
</tr>
<tr>
<td></td>
<td>B70</td>
</tr>
<tr>
<td></td>
<td>B74</td>
</tr>
</tbody>
</table>
What is the printing refund policy for students?

Do not top up more than you need – print top-ups are non-refundable.

If a problem occurs whilst you are printing your documents you can make a claim to have the value of your printing refunded back to your print account. You may request a full or partial credit for print output that is either missing or of a poor standard.

1. Go to LU Print.
2. Click Recent Print Jobs.
3. Click request refund next to the print job you wish to make a request for.
4. On the Refund Request page, check the details of the print job are correct. Then select whether you wish to apply for a full or partial refund (entering the amount in the latter case), and provide a reason for requesting a refund.
5. Click Send.
Please note:

- A refund credited back to your print account will be awarded at the sole discretion of the Print Service Manager who will verify the type and number of pages printed against your account. In some cases you may also be asked to provide evidence at the ISS Service Desk.
- Any print refund awarded will be credited to your print account – no cash refunds can be given.
- No compensation will be awarded for errors made when using the printer (for example, if you select the incorrect print options).

The print management system can detect when there have been quality issues and will adjust accounts automatically, so you should wait 30 minutes to check that you have actually been charged for the faulty printing before making your request.

If you are having problems printing PDFs, you may need to change your default program to Adobe Acrobat Reader DC.

To set Adobe Acrobat Reader DC as your default:

1. In File Explorer, navigate to a PDF file & right-click on it. Go to Open with, and on the sub-menu select Choose another app.
2. In the How do you want to open this file? pane, select Adobe Acrobat Reader DC.
3. Before you click OK, make sure you tick the box labeled Always use this app to open .pdf files.