Frequently Asked Questions (FAQs)

ecoprintQ

What is ecoprintQ and why are we launching it?

decoprintQ is a new printing management program for students. It is being piloted at your campus as part of an organization-wide effort to reduce waste and conserve our natural resources. We implemented this program at one of our campuses in Atlanta over one year ago, and it has been well received by our students.

How will this program work?

Once the new ecoprintQ system is fully implemented, students will be allotted 50 complimentary pages at the start of each session (six times per year). All additional printing will be charged to the student at a cost of five cents per single-sided page and eight cents per double-sided page.

How will the ecoprintQ program be implemented?

The ecoprintQ program will be implemented in two phases. Phase One will commence in early November, at which time students will be able to access ecoprintQ to become familiar with the printing software. Each student will have a $50.00 “test” balance in their ecoprintQ account, which will allow them to print up to 1,000 pages.

Phase Two will commence in early December, and this is when student print quotas will be applied. At that time, student ecoprintQ balances will be reset to $2.50, and students will also be able to use the TouchNet payment gateway to add additional funds to their ecoprintQ account if they wish.

When will students receive a new allotment of complimentary pages?

Students will be allotted an additional $2.50 (or given an additional 50 pages of complimentary printing) at the beginning of the January, March, May, July, September and November sessions.
How can students view their print balances?

Students can view their available print balances by logging onto the ecoprintQ web interface and viewing their account. They can do this either through a desktop at the campus through the ecoprintQ menu, or through their laptop computer using the designated website (URL TBD). Please remember – during the “test” phase students will begin with $50.00 in their account. This will be reset to $2.50 once Phase Two goes live in December.

Will students be able to roll over their balance to the next session?

Yes. If students have a positive balance at the end of the one session, that balance will carry over to the next session.

When will students be able to add funds to their ecoprintQ accounts?

Students will be able to add funds to their ecoprintQ account after our payment gateway, TouchNet, is implemented in December.

How will students be able to add funds to their ecoprintQ account?

Students will be able to add funds via credit card once they log onto their account via the ecoprintQ user web interface. Once the system is up and running in December, we will send instructions to students.

What will happen to student ecoprintQ balances after a student graduates, transfers or leaves school?

If students have any print balances in their account after they graduate, transfer or otherwise leave the school, they will forfeit that balance. No refunds will be issued for any remaining balances.