FAQ English

Question	Answer
Problems printing PDF files or other documents uploaded via ju-print.ju.se or emailed to ju-print@ju.se.	If prints get stuck or dissapear and do not get printed, This often is because of the on the size / format of the file the document was created in. The solution is to save the document to another format eg: .doc, docx and then try to upload the file again.
Do i have to do something to be able to use JU-Print?	Students need to charge money to their print account at ju-print.ju.se. Either through their Paypal account or by debit card. As well as the first time you load your JU Card on the printer, you have to log in with your username and password.
Are there the same features as before? (A4 / A3, stapling, etc.)	Yes, A4 / A3, Single and double-sided, black and white and color, stitching in the left corner. You can scan to your email but also to your home directory (G :)
Are all printers the same and work same?	The normal printer becomes a standard MFP / Multifunction Printers. In some businesses it will is a smaller printer with limited functions.
Will function accounts, such as the corps, be able to print in the same way as to date?	Yes.
Will the library be able to "sell" prints for some visitors so far?	Yes, via a special payment terminal, too visitors without a JU account.

Will external tex. conference guests to be able to print?	Yes, but you have to have a JU account, for example a visitor account.
Which printer queue is the default printer on JU computers? What settings does it have? Can you change the default printer on your JU computer yourself? Why are there 4 print queues called JU-Print?	In Windows 10, the default printer feature is removed and the queue you printed with last will be automatically selected next time. It is therefore up to you witch queue you want to use. The default setting is always two-sided and then you can choose BlackWhite or Color. There are two different drivers for printing, PCL and PS (PostScript). Which one you use depends on which program you print from, it does not work with one driver select the other. There is no general advice here. Each driver queue is also available with BlackWhite or Color presets to make it as easy as possible.
How long does my print remain in the system before I download it from the printer?	48 Hours.
Can I print and / or replenish money even when I'm off campus JU?	You can always e-mail your printout (as an attachment) to ju-print@ju.se but in order to print from a computer or print / refill money via the web portal ju-print.ju.se you must be connected to the fixed network or eduroam on campus JU (or connected via VPN).

Can I pay without using my regular debit / credit card?	You can also buy a Prepaid Mastercard, called PayGoo GIFT, which can be purchased at, for example, the Pressbyrån, NOTE! Paygoo Reload requires BankID upon activation. When filling in the card details, you need the printer's specific name / address. Read more at https://paygoo.se/faq (search PayPal)
What happened to my deposited money at PayEx? (old printer system replaced at end of 2018)	The Payex system will be replaced at the end of 2018. Then all the users have been informed how to withdraw their money until 31 January 2019. Read more: https://payex.com/payex-account-faq/ For questions, email ehandel@payex.com