Service Description

Updated as of 2015-07-24

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>End-Point Computing</th>
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</thead>
<tbody>
<tr>
<td>Service Name:</td>
<td>Management of Quotas for Network Based Printing</td>
</tr>
<tr>
<td>Aliases:</td>
<td>Pharos, Wireless Printing, Student Printing</td>
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<tr>
<td>Service Owner:</td>
<td>Manager of Campus Technology</td>
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<td>Process Manager:</td>
<td>Service Desk Coordinator</td>
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</table>

Description:

This service ensures the responsible use of printers the University provides for shared use at various locations on campus so students have the ability to print documents associated with their academic work. At the same time, reasonable limits on the amount of output for each individual are put in place through the use of quotas, which ensures equitable access to these shared printers, responsible use of environmental resources, and greater control over costs.

Features and Benefits:

- Students may send a print job from anywhere they can access the campus network from, and then get the output from any location there is a “Pharos” printer available
- Print jobs are stored “in the cloud” for up to 24 hours to allow time for pick-up
- Wireless printing
- High speed, reliable printers
- Black and white or color output

Included:

- 350 pages per fall and spring semesters for black and white or color printing and 100 pages per intersession and summer sessions
- Printers made available for shared use in labs, classrooms, Whittemore Library, McCarthy Center and other public access locations.

Eligibility:

All Enrolled Students

Prerequisites:

- Pharos Uniprint software must be loaded onto the individual student’s machine in order to access the printer queue.
- Computers located in computer labs also have the Pharos Uniprint software installed.

Requesting the Service:

All students are automatically entered into the Pharos system and pages are allotted at that time. In the instance
where a student exceeds his/her limited of printing, a request may be submitted for an additional 100 pages to be added to your account. Requests for increases to page limits must be submitted using the Information Technology Services (ITS) incident and request management solution portal or by visiting the Technology Resource Center in Whittemore Library the Hemenway Hall Lab and Technology Resource Center.

**Related Documentation:**

- University Policy on Quotas for Student Use of Shared Printers

**Fulfillment Target:**

Requests for increases to page limits will be fulfilled within 24 hours, or the next business day if the request is submitted outside of dates and times the service desk(s) are staffed.