

# PaperCut



# Admin Support 2022-2023

## Reminders:

- This meeting is being recorded.
- Submit questions through the chat box.
- Please keep your microphone on mute.

## PaperCut

Presented by:

Nathan Swoverland, OTIS,  
Supervisor - Tech Support

Dave Anand, OTIS,  
Technical Support Rep III

# Introductions



**Dave Anand**

Technical Support Rep III /  
Copier/Printer Support

- Copier and Printer Fleet Management
- PaperCut Administrator
- Field Representative



**Nathan Swoverland**

Supervisor - Tech Support

- Service Desk Supervisor
- PaperCut Development Support
- PPS Alumni (Benson Polytechnic)

# Learning Targets

- Participants will learn about Printer/Copier changes that will affect printing around the district. Including the new Print Deploy Application.
- Participants will learn how to access Printing Resources and Copier/Printer Supports.
- Participants will capture a better understanding of Secure Printing and the importance of it.
- Participants will learn about other OTIS Supports

# Background

In the Spring of 2018, Portland Public Schools replaced our former copier fleet with new Sharp Copiers including replacing old aging individualized HP Printers located throughout the district.

This allowed us to replace hundreds of non-manageable HP Printers, and develop a seamless support and maintenance with our vendor.

## The Setup

- 4 Centralized Site Print Servers
  - Current and Updated Software
  - Security Compliance Met
- 1,079 District Managed Devices
- Toner / Ink Cost - Part of Contract
- Less Wasted Paper

# What is PaperCut?

PaperCut is an enterprise software application designed to help organizations like schools, centralize and manage district wide printing.

It helps to:

- Minimize waste
- Save paper and toner/ink
- Improve document security
- Encourage end-users to improve printing behavior



# How Does PaperCut Work?

PaperCut Software manages all print jobs submitted through a centralized system.

It identifies the following information:

- User Submitting Print Job
- Number of Pages
- Device Job was released on

It also provides the following:

- Print/Copy Reports
- Secure Print Release

When users submit print jobs, jobs are sent to the PaperCut Print Management System and held until the print job is released.

Jobs are Released By:

- Swiping PPS Issue Badge
- PPS PaperCut Portal  
*[papercut.pps.net](http://papercut.pps.net)*

*Print Jobs are held for 72 hours, and then deleted from the system.*

# Why This is the Smarter Way to Print

- ▶ Reduce print costs
- ▶ Allocates printing to departments, cost-centers
- ▶ Report on usage by user, department, device and environmental impact
- ▶ Runs on Windows, Mac and Chrome OS
- ▶ Provides Document Security with Hold/Release
- ▶ Reduces Paper Waste
- ▶ Provides a centralized management system





# How to Setup and Release Your Print Job

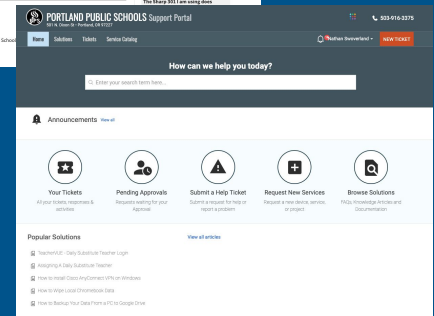
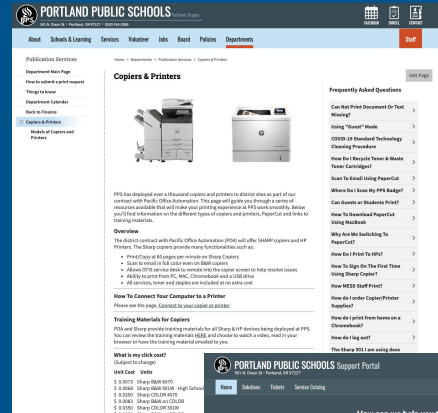
- ▶ **Setting Up PaperCut**
- ▶ **Accessing the copier**
- ▶ **Releasing Your Print Job.**
- ▶ **Printing To an HP Printer**

# Setting Up PaperCut

OTIS has developed a set of instructions for staff on setting up their individual sites secure print queue.

These instructions are posted online in two locations:

- PPS Copiers & Printers Webpage at [www.pps.net/Copiers](http://www.pps.net/Copiers)
- PPS Support Portal at [support.pps.net](http://support.pps.net)

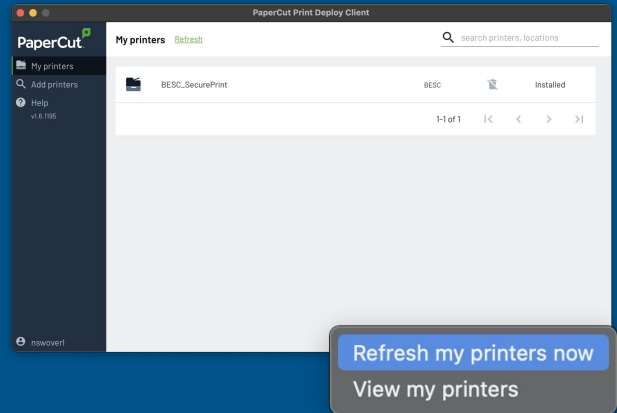


# PaperCut Print Deploy

Print Deploy is a new tool that allows us to install printers on your devices automatically, based on the site you are located at.

Starting late next week, Print Deploy will be installed on your workstation.

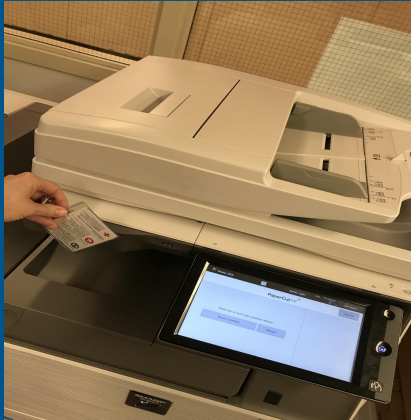
- Secure Print Queues will install based on your devices physical location and update when you go to another.



Print Deploy Client Icon

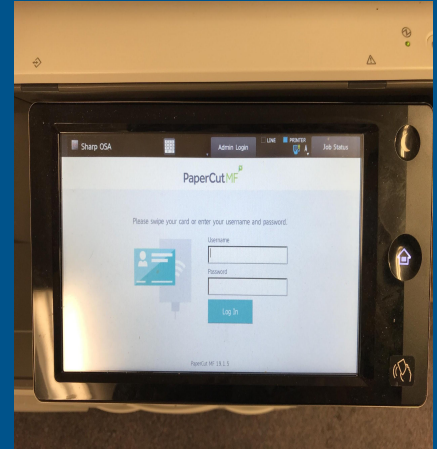
# Accessing the Copier

- ▶ Find any copier located in your building.
- ▶ Scan your PPS ID badge OR use the pull down keyboard to Sign in
- ▶ Select the Access Device Icon
- ▶ Select the device function of your choosing (Copy, Scan, Fax)



## Notes

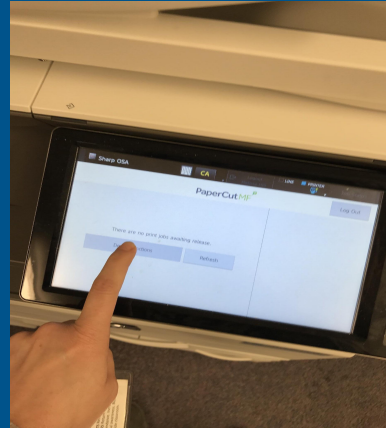
- ▶ First time scanning your badge, you will be prompted to associate it with your PPS credentials. This is only required once.
- ▶ Copying and Scanning for Guest and Parent Volunteers.



# Releasing Your Print Jobs

Arrive to the copier of your choice.  
*This can be any copier in your building.*

1. Swipe your PPS badge over the card reader built into the copier or the Wave ID Card Reader
2. Select Print Release to see and release your pending print job(s).
3. Selected Jobs will then release.
4. **When you have finished printing, please logout** by clicking this icon at the top right corner of the screen:



If you have never used your PPS Badge with a copier before, it will give you the following message:

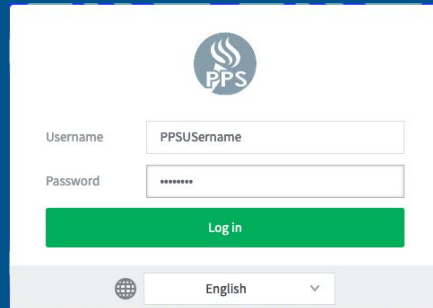
*“Unknown card. To associate this card with your account, enter your username and password, then swipe the card.”*

# Printing to a HP Printer

Due to the nature of HP Printers, there is no access control screen and thus print jobs must be released through the online PPS PaperCut Portal.



- ▶ **Submit Your Print Job**
- ▶ **Login to [papercut.pps.net](http://papercut.pps.net)**
- ▶ **Select Jobs Pending Release**
- ▶ **Next to the Individual Print Job Select Print**
- ▶ **Click Directly on the HP Printer you would like to print to.**



# Copier and Printer Support

- ▶ Submit Printers and Copier Supplies Online  
<https://support.pps.net/support/catalog/items/67>
- ▶ Copier and HP Service Issues Contact Pacific Office Automation (POA)
  - Paper Jams, Call for Service, and Broken Parts
  - email: [service90@pacificoffice.com](mailto:service90@pacificoffice.com)
  - phone: (503) 641-2002
- ▶ Please Include the device identification number located on the front of each device when calling or submitting tickets. These start with **1K\*\*\*\***
- ▶ Copier and Printer relocation or removal - Submit a ticket at [support.pps.net](https://support.pps.net)
- ▶ General Copier Information and FAQ - [pps.net/copiers](https://pps.net/copiers)

# OTIS Support Updates



# OTIS Service Desk

## About OTIS Service Desk

- Call Center Support
- Field Technicians
- Centralized Ticketing System
- Online Solution Articles

## Ways to get IT Support

- Submit a ticket online at [support.pps.net](http://support.pps.net)
- Call 503-916-3375
- Email [support@pps.net](mailto:support@pps.net)



# Questions & Answers

# Thank You!