Wilkes University

FAQ – HOW DO I REQUEST A PRINT REFUND?

Purpose

- This guide outlines the steps to request a print refund due to a printer error

Requirements

- Active Wilkes account
- Access to the Green print Console from an open access computer

Notes

- If you were charged for a print job that did not complete due to a printer error, please gather the information outlined below in the Process section and email it to **printrefund@wilkes.edu**

Process

- Gather the following information and email it to printrefund@wilkes.edu

  1. Name
  2. Email address
  3. Asset tag of the computer that you attempted to print from
  4. Time of day the print job was attempted
  5. Amount of pages that were printed
  6. Amount that your Green Print account was charged
  7. Error message that was displayed on the printer (if applicable)
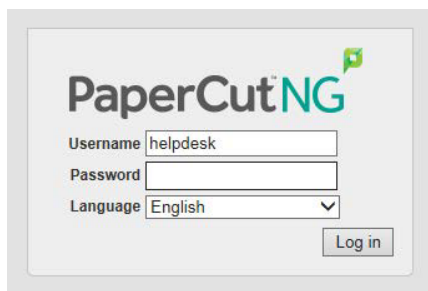
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- Most of this information can be found by logging in to the Green Print Console
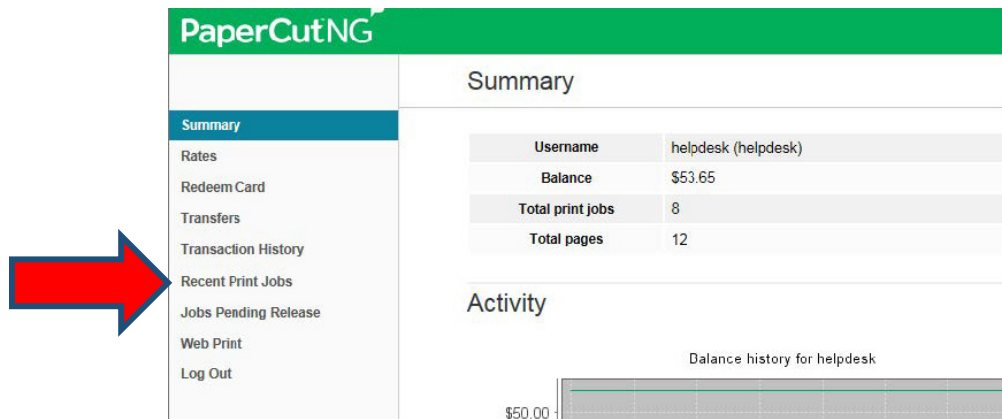
  1. Click the **Details...** link in the Green Print balance window

  2. **Log in** with your Wilkes account credentials

  3. Click the **Recent Print Jobs** link

  4. A list of **Recent Print Jobs** will display

  5. When finished, click **Log Out**