

Uniprint FAQ

Frequently asked questions about the Uniprint system

What is Uniprint?

Who can use Uniprint?

Where is Uniprint available?

How much does it cost?

How do I put money into my Uniprint Account?

Can I put money into another user's Uniprint account?

How do I get a refund?

How can I check my Uniprint balance or transaction history?

Can non-students (faculty, staff, etc.) print in the labs using Uniprint?

What about color laser printing?

Can I print from one lab and pick it up in another?

Can I use my own paper?

Can I print on transparencies?

What about printing from my personal laptop or computer?

What if the network goes down?

When I graduate, or transfer, can I get a refund from my Uniprint account?

What happens to my balance at the end of each semester?

I noticed extra money in my Uniprint account. Where did it come from?

- Change your password
- Outlook WebAccess
- Gmail for Students
- Banner Self Service
- Blackboard Login
- Access From Anywhere

What is Uniprint?

A: Uniprint is the campus-wide, software-based laser printing solution provided as a cost-effective solution to give student users high-quality, affordable laser printing. It is made by a company called Pharos.

Who can use Uniprint?

A: Any full-time student can print in any lab where Uniprint is available (see below).

Note: You must have a valid Rowan ID card.

Where is Uniprint available?

A: Uniprint Laser printing is available at various locations on campus, including:

- Mimosa Hall First Floor
- Business Hall Rm 119
- Campbell Library DSC
- Campbell Library Room 218
- Bozorth 132
- Bunce Hall 156
- James Hall First Floor
- Wilson 109
- Campbell Library 240
- Robinson Hall 3rd Floor 311P
- Holly Pointe Pod E

- Student Center 2nd level (next to ATM)
- Science Hall 2nd Floor Atrium Hallway
- High St. Labs 205, 215

How much does it cost?

A: Every student receives a \$40 initial credit each year in their Rowan Uniprint account. Printing costs are:

- Regular laser prints = \$0.10 ea.

How do I put money into my Uniprint Account?

A: You can place funds into your Uniprint account by using your Rowan Card at the university Bursar's Office. Or if you just continue to swipe with No Uniprint balance left on your card, it will be deducted from your Rowan Card balance. You may also use the Bursar's Online system: <https://myrowancard.rowan.edu/>

Can I put money into another user's Uniprint account?

A: No.

How do I get a refund?

A: Refunds will be handled on a case by case basis but generally there are no refunds, only reprints. Please see any on-duty lab monitor to reprint a document that has failed in some way. Users should double-check that the print job looks the way they want it to before they print. Reprints will not be provided for user-induced formatting issues. However, if the printer malfunctions (low toner, streaks in a printout, blank pages, etc.), a reprint will be provided as long as a monitor or other support member is made aware within 30 minutes of sending the failed job. If the failure is valid, we will refund any charges the user incurs.

How can I check my Uniprint balance or transaction history?

A: Any student can check their balance at any of the Uniprint Kiosks around campus or at the Bursar's Rowan ID site: <https://myrowancard.rowan.edu/>

Can non-students (faculty, staff, etc.) print in the labs using Uniprint?

A: No. Please see a lab monitor for help.

What about color laser printing?

A: Color laser printing is now available in Duplicating in Memorial Hall and in the Westby printing lab.

Can I print from one lab and pick it up in another?

A: Yes. All of the open labs that have a Uniprint Kiosk are connected. You may pick up your job in any lab within 120 minutes of printing.

Can I use my own paper?

A: We strongly request that you only use our paper in the printers to avoid damage to the printers. We do not issue reprints for printing problems when users opt to use their own paper instead of ours. Using your own paper is done at your own risk.

Can I print on transparencies?

A: No. All transparencies are banned due to the potential of harm to the printer fuser unit. Transparency printing can be done at the Duplicating Center.

What about printing from my personal laptop or computer?

A: Please see instructions for the [Off-Campus Print Queue](#).

What if the network goes down?

A: As with any networked printer, when the network goes down all printing services stop on that printer until the network comes back online. However, you can print the jobs you sent to a given printer on any other open lab printer.

When I graduate, or transfer, can I get a refund from my Uniprint account?

A: No. Uniprint funds are "use it or lose it" funds. We encourage every user to "print like crazy" in order to use up any funds you may have in your Uniprint account before you graduate or transfer to another school.

What happens to my balance at the end of each semester?

A: Any funds above your initial allocation in your Uniprint account will be carried forward to the next semester.

I noticed extra money in my Uniprint account. Where did it come from?

A: Certain departments, programs and colleges have paid for additional funds to be placed into their students' Uniprint accounts. In most cases, these funds are use it or lose it, and are non-accumulating.