

## **Campus Printer & Copier Services FAQs**

### **How do I order toner?**

For Hewlett Packard (HP) printers, locate the Les Olson sticker on the device for Les Olson's contact information. There is also a CSN four-digit number on the sticker. Call or email Les Olson and give them the CSN number along with the toner you need, and they will respond.

Dell, Brother, Xerox, Samsung, or Epson laser printers are not covered under the Les Olson contract. Please contact Ken Foster at 702.651.4241, or

[kenneth.foster@csn.edu](mailto:kenneth.foster@csn.edu) for assistance with these printers.

This is for laser printers only. We do not provide ink or service for ink jet type printers.

### **How do I order printer repair or service?**

For Hewlett Packard (HP) printers, locate the Les Olson sticker on the device for Les Olson's contact information. There is also a CSN four-digit number on the sticker. Call or email Les Olson and give them the CSN number along with the printer problem, and they will respond.

Dell, Brother, Xerox, Samsung, or Epson laser printers are not covered under the Les Olson contract. Please contact Ken Foster at 702.651.4241, or

[kenneth.foster@csn.edu](mailto:kenneth.foster@csn.edu) for assistance with these printers.

### **How do I know if there is a printer problem vs a computer problem?**

Please contact Ken Foster at 702.651.4241, or [kenneth.foster@csn.edu](mailto:kenneth.foster@csn.edu).

### **Can I purchase toner with my P-Card?**

No. Toner must be purchased through CSN's contracted vendor, Les Olson. Toner purchases made on a P-Card will result in a strike.

### **Can I purchase a printer with my P-Card?**

No. Printer purchases require commodity approval. To obtain commodity approval, email Christine Monroe at [Christine.monroe@csn.edu](mailto:Christine.monroe@csn.edu) to obtain a quote.

### **I am new, why can't I print?**

All new CSN faculty and staff need permissions to print and copy. Please contact Ken Foster at 702.651.4241, or [kenneth.foster@csn.edu](mailto:kenneth.foster@csn.edu) to request print and copy permissions.

### **Where can students go to print?**

Students can print and copy in the library at each of the three main campuses located in Henderson, North Las Vegas, and West Charleston. Students can also print in all computer labs.

### **What is PrintWise?**

To save natural and fiscal resources, CSN has implemented the Print Wise System to manage computer lab and classroom printing. The system encourages students to "print wise," by raising awareness of the costs associated with unnecessary printing and reduce the waste of toner and paper products. This policy saved an estimated 1.2 million pages from being printed in the open computer labs in the fall 2011 semester alone. Overall, student printing has been reduced by 40-60% each semester.

### **How do students access their \$10 printing credit?**

Students receive a \$10 credit towards printing each semester (spring, summer, and fall). To use this credit, students will log into PrintWise using their CSN credentials at any computer located in the library or computer labs to release their print jobs. Students will also be able to see the amount of money available on their printing accounts in PrintWise. If students exceed their \$10 credit, they may add more funds through PrintWise on a CSN Library or computer lab computer, or they can add funds at the Cashier's office. For more information visit <https://at.csn.edu/printwise>.

### **How do I print from my mobile device?**

Effective Fall 2021, students, faculty, and staff will have the ability to print from their iOS, or Android devices to printers located in high traffic student areas such

as the library, computer labs, and the Student Unions. Be on the lookout for signage in these areas indicating the printers available to students, staff, and faculty.

Instructions to print from an Android

device: <https://www.youtube.com/watch?v=vTgRHmURvos>

Instructions to print from an iOS

device: <https://www.youtube.com/watch?v=7t1VmtqrVDY>