

## **Campus Printing Services FAQs**

### **How do I place an order?**

Go to [csn.edu/csn-printing-services](http://csn.edu/csn-printing-services) and click on “Click here for all CSN printing needs.”

### **Can you help me with designs or design ideas?**

Yes. Email our Graphic Designer, Sue Mitchell, at [susanm.mitchell@csn.edu](mailto:susanm.mitchell@csn.edu) or call 702-651-4354.

### **Can I order a course catalog?**

No. Course catalogs are not available for print.

### **Can I order blank paper?**

Yes. Go to [csn.edu/csn-printing-services](http://csn.edu/csn-printing-services) and click on “Click here for all CSN printing needs.” Then, enter your CSN login information to sign in. Then, click “Order Copy Paper Here” located on the left side of the screen. You can also order specialty paper by clicking “Paper Stock” on the left side of the screen.

### **Can I order carbonless forms?**

Yes. Go to [csn.edu/csn-printing-services](http://csn.edu/csn-printing-services) and click on “Click here for all CSN printing needs.”

Then, enter your CSN login information to sign in. Then, click “Digital Print” on the left side of the screen. Then, enter your desired quantity either in color or black copies, then click “add.” If you are ordering 500 2 Part forms that are 8.5 x 11, your total quantity will be 1000. If you are ordering 500 3 Part forms that are 8.5 x 11, your total quantity will be 1,500. From here, click the “paper” drop down and select your choice of NCR 2 part or NCR 3 part. Carbonless forms are ordered by the sheet, not the set.

### **Can I order invitations?**

Yes. Go to [csn.edu/csn-printing-services](http://csn.edu/csn-printing-services) and click on “Click here for all CSN printing needs.”

Then, enter your CSN login information to sign in. Then, click “Store Items” on the left side of the screen and select your desired invitation style.

### **What options do I have for ordering books?**

Go to [csn.edu/csn-printing-services](http://csn.edu/csn-printing-services) and click on “Click here for all CSN printing needs.”

Then, enter your CSN login information to sign in. Then, click “Custom Books” on the left side of the screen. Under custom books you have the option for 3-hole punch which will fit a standard binder, coil bound, saddle-stitch (like a magazine) or stapled, which have 2 staples on the left. For questions, please contact Sue Mitchell, at [susanm.mitchell@csn.edu](mailto:susanm.mitchell@csn.edu), or call 702-651-4354.

### **Do you print photographs?**

We do not print on photographic paper, but we can print on gloss text or gloss cover. Gloss text/gloss cover looks nice but does not have the high gloss of a photographic paper. We can print posters on a high gloss paper.

### **What poster sizes can I order?**

Our poster materials are on a roll. You can print up to 42” wide by however long you prefer. If your image is landscape, we will turn it when printing so the shortest side can be up to 42.”

### **How long will my order take?**

Most orders are produced the day we receive them; however, it is best to allow 3-5 business days.

### **Why won't my file/job load?**

Usually this happens when the number of pages in the document does not match the document being uploaded. For example, if your file is 8 pages, that should be the number entered in the “Pages in Document” field. If this does not correct the problem, please contact Sue Mitchell, at [susanm.mitchell@csn.edu](mailto:susanm.mitchell@csn.edu), or call 702-651-4354 for assistance.

**What format should my file be?**

A pdf is recommended, but we also accept csv, doc, docx, eps, jpeg, jpg, orig, pdf, png, ppt, pptx, tdv, xls, and zip.

**Where is my order?**

Once an order is placed, the person in your department responsible for the account needs to approve the order. Sometimes orders are overlooked by the approver in your department. If you have placed an order and have not received it, contact Sue Mitchell at [susanm.mitchell@csn.edu](mailto:susanm.mitchell@csn.edu), or call 702-651-4354 for assistance.

**How do I change my account number?**

To change your account number, click on “My Profile” under the CSN Logo at the top left of the page. Click “Edit Profile” then make your new choice in the drop-down menu for “Department.” When finished, click “Save Profile,” then “Start Shopping...” and you are ready to order.

**If you do not see the account you need in the list**, contact Sue Mitchell - 702-651-4354 • [susanm.mitchell@csn.edu](mailto:susanm.mitchell@csn.edu) and she will add your account for you.

**What if I have a problem? Who do I contact?**

Sue Mitchell - 702-651-4354 • [susanm.mitchell@csn.edu](mailto:susanm.mitchell@csn.edu)

Mike Carns - 702-651-4517 • [michael.carns@csn.edu](mailto:michael.carns@csn.edu)