Steps on how to print
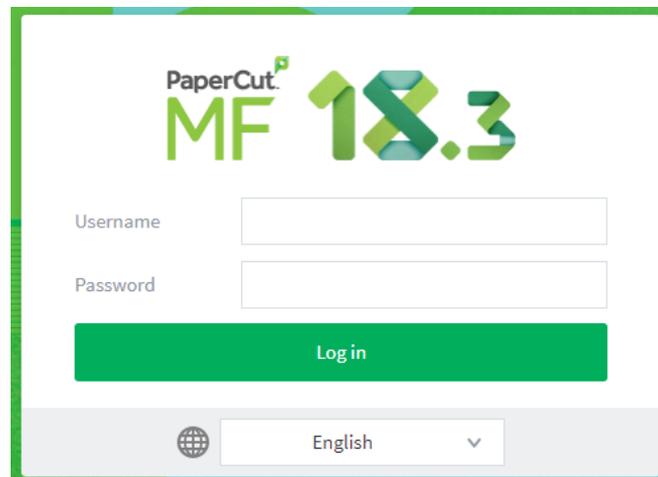
New software to manage printing costs has been installed on our network. To print successfully, please follow the steps below.
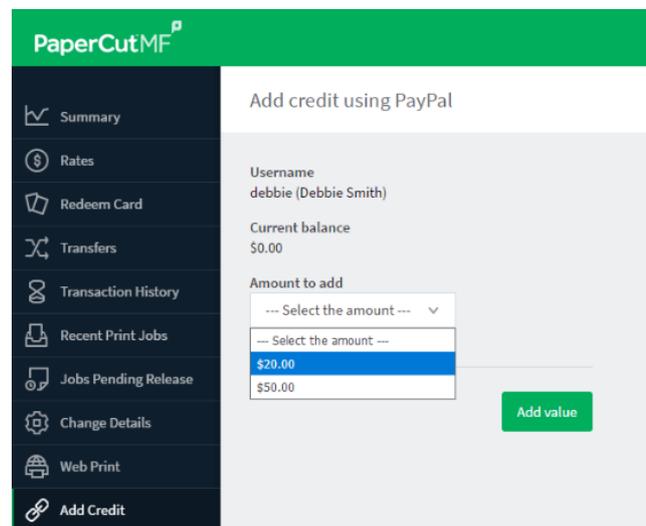
Adding credit to your student card

1. Navigate to: http://print.top.edu.au/user
2. Login with your TOP username and password (if you are not sure what you're user name and password is, please ask a librarian or contact itsupport@top.edu.au)

3. Select "Add Credit" on the left-hand side menu and select the amount in which you wish to top up. You can use PayPal or your bank or credit card to make payment.
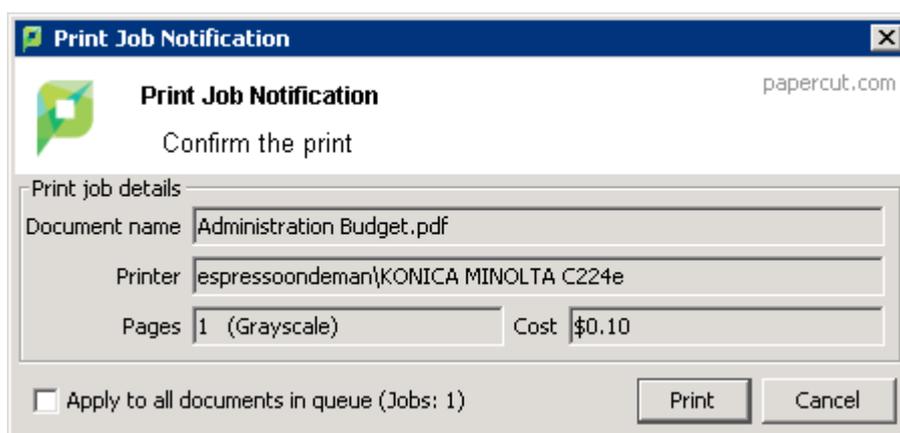
Popup print job confirmation

1. Once you send a document to print on your computer, a popup dialog is displayed asking you to confirm the details. Click **Print** to confirm the job and agree to the cost. Otherwise, click **Cancel** if you no longer want to print the job.
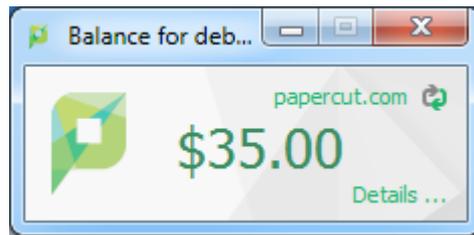

Note:

Large documents might take a while to display the number of pages and cost.

The printing balance window

1. After logging on to a workstation, a window showing your printing balance is displayed.

2. If the balance window is not visible (or if you have closed or minimized it) click the icon in your system tray to show it again.

3. When you confirm a print job by clicking **Print** in the popup dialog the cost is deducted from your printing balance.

Resolving problems

If the popup window is not displayed or the icon is missing from your system tray, the print control system is not active, and printing is denied, try restarting your system or ask for assistance if problems continue.

Printing denied message

If you do not have enough printing balance for a job, a **Printing Denied** message is displayed, and your document will not be printed.