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Creating a myPrint account

In order to use the full functionality of myPrint, you need a myPrint account. If your organisation provided you with myPrint credentials, then myPrint will automatically create an account when you login on myPrint for the first time. Your organisation may instead have chosen for email address-based myPrint accounts. In that case, the login page holds a link to create a myPrint account.

Follow the steps below to create a myPrint account.

If you are in doubt what applies to you, ask your organisation.

Steps

- 1 Go with a browser to the myPrint login page, and click on the button with 'Login with your myPrint account'. myPrint will display the login page.
- 2 Click on the 'Create account' button. myPrint displays a page that lets you enter your credentials.
- 3 Enter your credentials and confirm by clicking the 'Create account' button. myPrint will send you an email with an activation link.
- 4 Open this email and click on the activation link. myPrint activates your myPrint account.

Notes

- * myPrint may require that you accept the myPrint conditions.

See also

- * [I expected an email from myPrint, but did not receive one. Why is that?](#)
- * [I want to activate my myPrint account, but I lost my activation email. What should I do?](#)
- * [I need to agree with 'the conditions'. Which conditions?](#)
- * [Which browser can I use for myPrint?](#)



Closing your myPrint account

When you leave your organisation or school, you may want to close your myPrint account. Remaining credit, if any, can be converted into a refund voucher, that is, if your organisation has configured myPrint for refunding. Someone in your organisation with a cashier role will accept this voucher and refund your remaining credit.

Steps

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Close your account'. myPrint closes your account.
- 3 myPrint sends you an email with a refund voucher code.

Notes

- * Your organisation may not be legally allowed to refund remaining credits. Ask your organisation whether this applies to you.
- * Your organisation may charge handling costs when you cash your refund voucher. For this reason you may consider to sell (or give away) the refund voucher—which is just a regular voucher—to another myPrint user. This user will be able to use the total remaining credit, without losing any handling costs.

See also

- * [Cashing vouchers](#)



Logging in on myPrint

There are a number of ways to login on myPrint. Which one applies to you, depends on how your organisation has configured myPrint. The figure below shows the method in which you enter your username and password.

A screenshot of the myPrint login interface. The page features the RICOH logo (with the tagline 'imagine. change.') in the top left and a language dropdown menu set to 'English' in the top right. The 'myPrint' logo is centered. On the left, there is a red laptop icon with a padlock on the screen. To the right of the laptop are two input fields: 'User name' containing 'username@domain' and 'Password'. Below these is a checked checkbox labeled 'Remember my user name'. A 'Login' button is positioned below the checkbox. At the bottom, there are two links: 'Forgot your password?' and 'Create account'.

See also

- * [I want to login on myPrint, but I forgot my password. What should I do?](#)
- * [Why do I need to have a myPrint account?](#)
- * [Logging in via Facebook, Microsoft or Google](#)

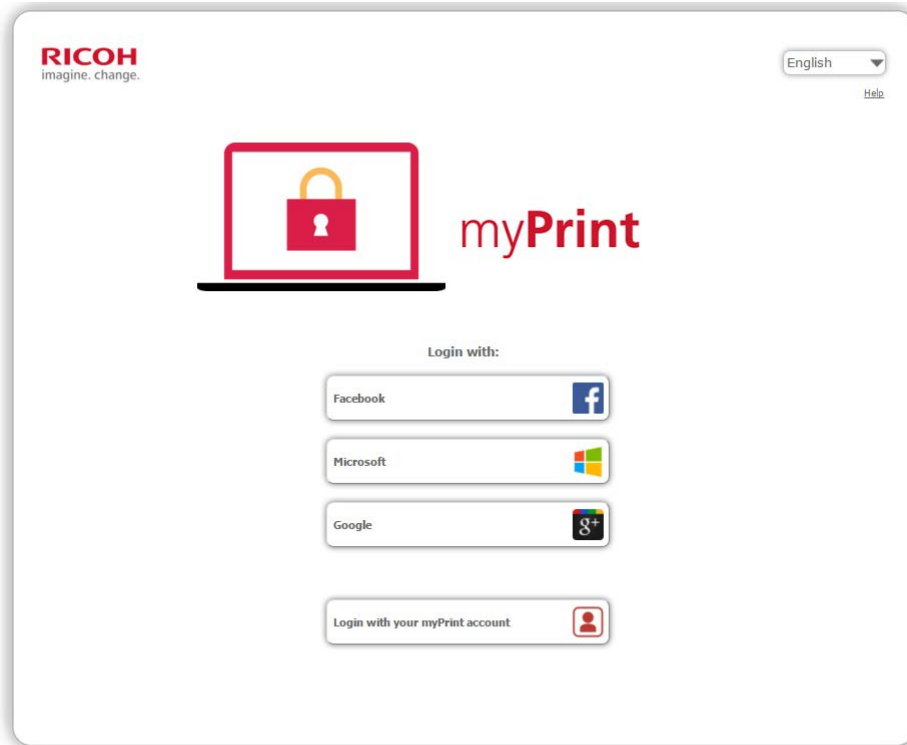


Logging in via Facebook, Microsoft or Google

myPrint may have been configured such that you can use the credentials of another account (Facebook, Microsoft, Google) to log in with 'Single Sign-On'. This avoids that you have to remember yet another password. The figure below shows the possible login buttons.

Only the buttons that apply in your environment will be visible

The button at the bottom of the page directs you to the standard login page.



Notes

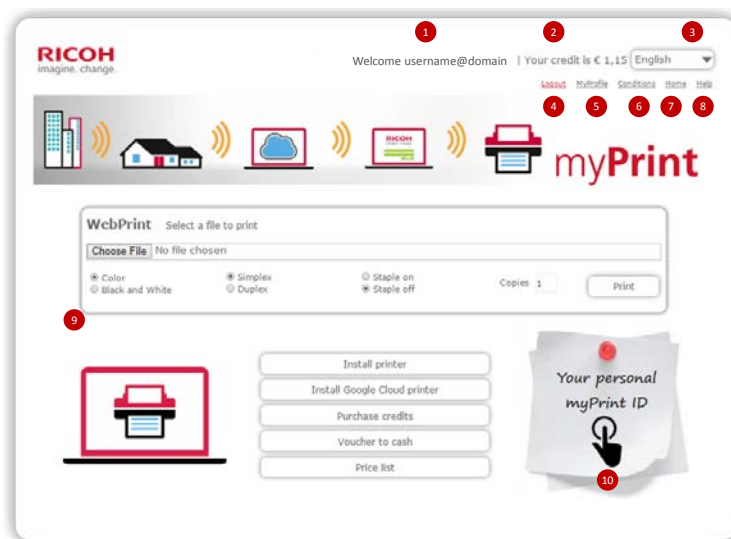
- 1 Be cautious with this option when you use myPrint on a publicly available PC. Be sure that you log off from Facebook, Microsoft or Google, when you leave the PC. If you don't, the next user of the PC will be able to have access to your data.



Home page

After you have logged in, myPrint displays the Home page. This page gives you access to often used functions.

- 1 Displays your user name
- 2 Displays your remaining printing credit
- 3 Displays the selected language and lets you change it
- 4 Logs you out from myPrint
- 5 Displays the myProfile page. See also [MyProfile](#)
- 6 Displays the conditions that apply to you
- 7 Brings you back to this page
- 8 Displays this user guide
- 9 Lets you send documents to myPrint by web upload. See also [Web upload](#)
- 10 Displays a Post-it that lets you change your myPrint ID. See also [Changing and activating your myPrint ID](#)



Buttons:

- * Install printer [Installing a printer using the 'Download printer driver' button](#)
- * Install Google Cloud printer [Google Cloud Printing \(GCP\)](#)
- * Purchase credits [Purchasing printing credit](#)
- * Voucher to cash [Cashing vouchers](#)
- * Price list [Price list](#)



Printing via web upload (web print)

You can print a document by uploading it to myPrint.

Steps

- 1 Log in on the myPrint website.
- 2 Select the document by clicking the 'Choose File' button, choose the appropriate print settings and click 'Print'.

A screenshot of the WebPrint interface. At the top, it says "WebPrint Select a file to print". Below this is a file selection area with a "Choose File" button and the text "No file chosen". Underneath are several radio button options: "Color" (selected), "Black and White", "Simplex" (selected), "Duplex", "Staple on", and "Staple off" (selected). To the right of these options is a "Copies" field with the number "1" and a "Print" button.

WebPrint Select a file to print

Choose File No file chosen

Color Black and White Simplex Duplex Staple on Staple off

Copies 1 Print

- 3 Collect your print at the printer.

See also

- * [Supported document types](#)
- * [Collecting your prints at the printer](#)



Printing via email (email print)

You can print documents by emailing them to myPrint. You can print an email that has one or more documents attached, without having to log in.

Steps

- 1 Create an email and attach the document(s) that you want to print.
- 2 Send it to the preconfigured myPrint email address of your organisation.
- 3 Collect your print at the printer.

Notes

- * In some myPrint environments, printing of the email body itself is disabled. In these environments myPrint will only print the attachments.
- * On the printer you can recognise the email by the word '[email]' followed by the subject of the mail. If the email did not have a subject then myPrint will use a timestamp.

See also

- * [I want to print a document by email. To which address should I send it?](#)
- * [Collecting your prints at the printer](#)



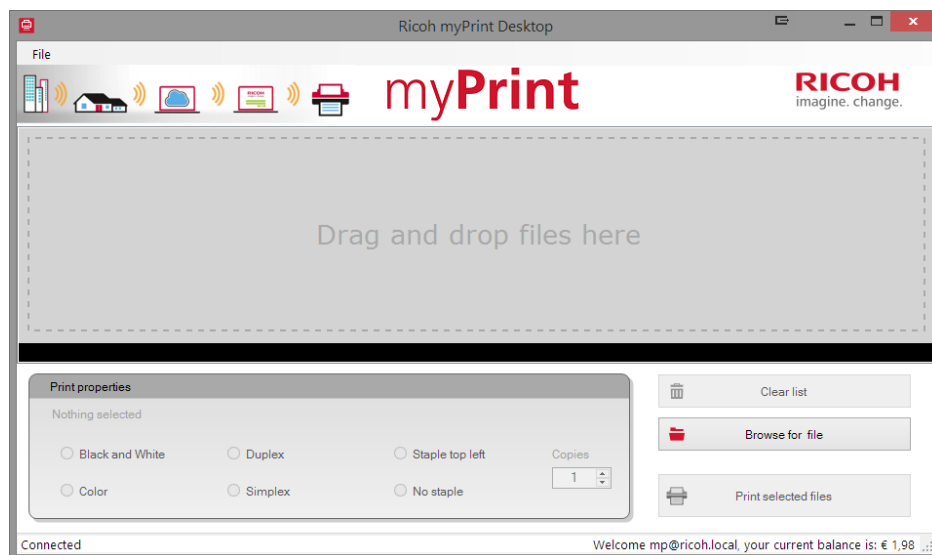
Printing via myPrint Desktop

'myPrint Desktop' is a Windows program that lets you print documents, without the need of logging in on myPrint.

Once you have installed it on your PC, you can print documents by selecting them in the Windows Explorer, and using the right-click function (Send To ► myPrint Desktop) to print them.

Steps

- 1 Select one or more documents in Windows Explorer and right-click 'myPrint Desktop', or start 'myPrint Desktop' with the icon on your desktop.
- 2 Click 'Print selected files'.
- 3 Collect your printed document at one of the available printers



Notes

- * You can also open myPrint Desktop from the start menu and 'drag and drop' files into the 'Files' area of myPrint Desktop, or browse to the files that you want to print.
- * You can choose printing preferences per file or for a subset of the selected files. Keep the Ctrl key pressed to select multiple documents.
- * Limitation: if myPrint Desktop is already open, you cannot use the function right-click function (Send To ► Ricoh myPrint Desktop).
- * Limitation: you can't print open documents. When you try to do that, you will get the message 'Sending files failed'.

See also

- * [Installing and configuring myPrint Desktop](#)



Printing using the printer driver

On a Windows PC or Mac or Linux system, you can directly print from any application to myPrint. This requires that you have installed the 'myPrint printer'. Depending on the myPrint configuration, one of following options applies:

Steps

- 1 On the home page an 'Install Printer' button is available for automatic installation (Windows only).
- 2 On the home page, a 'Download printer driver' button is available for downloading an installation package.

When you do this from Mac or Linux PC, a PPD (Postscript Printer Description) file will be downloaded with which you can install a printer.

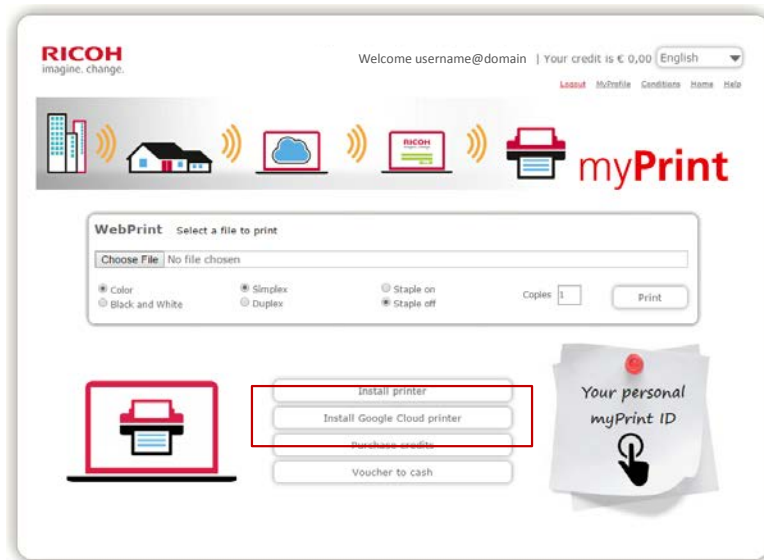
See also

- * [Installing a printer using the 'Install printer' button on the Home page](#)
- * [Installing a printer using the 'Download printer driver' button](#)



Google Cloud Printing (GCP)

If enabled, myPrint allows you to use 'Google Cloud Printing' (GCP). This means that you can directly print to a printer that exists 'in the Google cloud'. This is especially useful when you work on a system that has no direct access to a printer.



Steps

- 1 Install a Google Cloud printer. Navigate to the home page and click on the button 'Install Google Cloud printer'.
- 2 Temporarily switch off the 'pop-up blocker' on your PC. A pop-up blocker may block the Google Cloud Print dialog.
- 3 A dialog opens. Follow the steps in this dialog and add a 'myPrint cloud printer'.
- 4 Google Cloud Printer is now ready to be used within every application within Google: Google Docs, Google for Education, Google for Business etc.

Notes

- * You will only get an 'Install Google cloud printer' button if a Google cloud printer is installed and configured on your myPrint environment.
- * You need to have a Google account in order to use Google Cloud Print.

See also

- * [What is a pop-up blocker?](#)



Collecting your prints at the printer

myPrint sends documents that you printed to the follow-you system. You can collect your print at any printer that is connected to this follow-you system.

Steps

- 1 Log in on the printer. There are several ways to do that, depending on the configuration of the follow-you system:
 - With your badge
 - With your Windows credentials
 - With the User ID that you received via email, at creation of your myPrint account.
- 2 The printer shows your print job(s). You can select and print them.

Notes

- * Printing requires that you have sufficient printing credit.
- * If you sent a document via email printing, you can recognise the email by the word '[Email]' followed by the subject of the mail. You can recognise the attachments in the email by their file names. If the email did not have a subject then myPrint will use a timestamp.
- * Print jobs that are not printed, are removed from the follow-you system after some time.

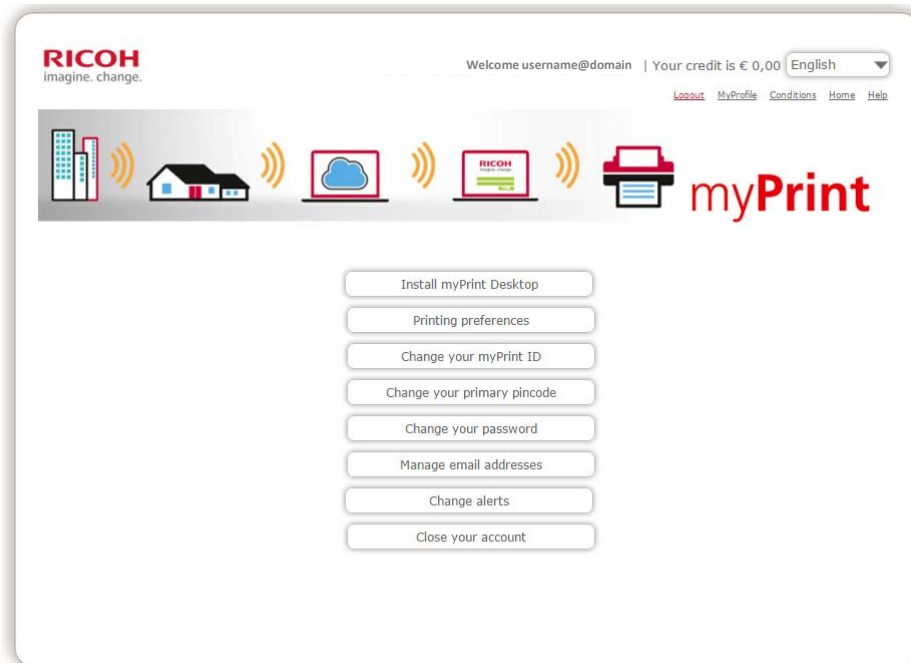
See also

- * [I have to identify myself at the printer, but I forgot my User ID. What should I do?](#)
- * [I sent a document to the printer via myPrint. Why is it not printed?](#)
- * [What is a follow-you system?](#)
- * [What is a User ID?](#)



MyProfile

Clicking on the 'myProfile' link navigates you to a page where you can adjust your personal myPrint settings.



Button	Description / reference
* Install myPrint Desktop	Installing and configuring 'myPrint Desktop'
* Printing preferences	This function lets you adjust your printing preferences.
* Change your myPrint ID	Changing and activating your myPrint ID
* Change your Primary pincode*	Changing your User ID
* Change your password	This function lets you change your password
* Manage email addresses	Managing email addresses
* Change alerts	Change alerts
* Close your account	Closing your myPrint account

Notes

- * Depending on the used follow-you system, this attribute may be called differently. It may be called 'PIN', or 'primary pincode', or something else.

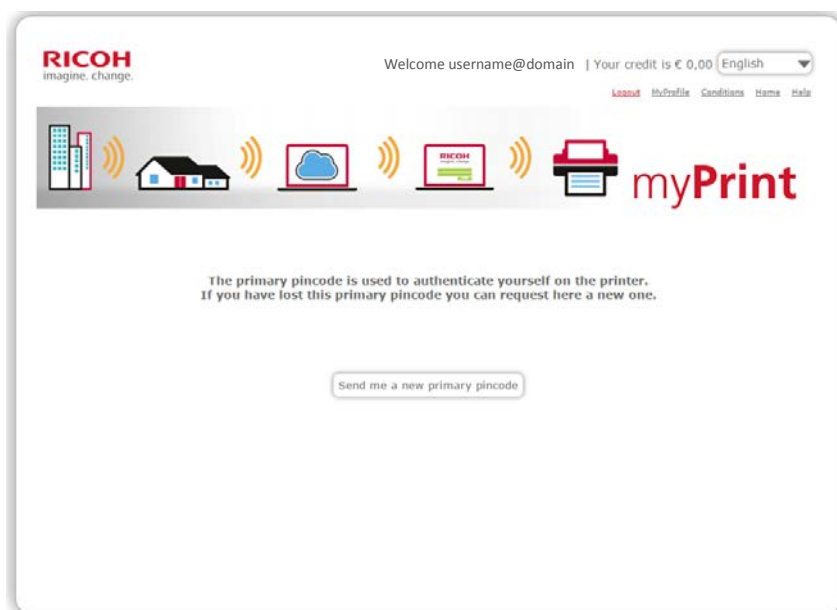


Changing your User ID

When you want to collect your document at the printer —and you have no badge— you can authenticate yourself with your User ID. You may have received this ID via email when you created your myPrint account. If you have lost it, you can change it by requesting another.

Steps

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Change User ID'. The following screen appears:



- 3 Click on the 'Send me a new User ID' button. myPrint will send a new User ID to the main email address of your myPrint account.

Notes

- * Depending on the used follow-you system, this attribute may be called differently. It may be called 'PIN', or 'primary pincode', or something else.

See also

- * [What is a follow-you system?](#)
- * [What is a User ID?](#)



Purchasing printing credit

For printing you may need printing credit. myPrint lets you purchase printing credit via a payment service provider.

Steps

- 1 Log in on the myPrint website.
- 2 Click on the 'Purchase credits' button.
- 3 myPrint displays a view with payment options (in the example, the currency is euros):



- 4 myPrint directs you to the website of a supported payment service provider. Here you can finalise your purchase. When this is done, you will be returned to myPrint.
- 5 If the transaction has completed successfully, you will be able to tell this from your increased credit.

Notes

- * Depending on the set maximum credit level, one or more raising options may be disabled.
- * The transaction screen allows you to view your payment history. If a transaction was not properly completed you will see this here too.
- * When your credit drops below a set minimum, myPrint will send you an email to remind you to upgrade it. You can adjust this minimum via the 'Changing alerts' function on the myPrint website.

See also

- * [How much does printing cost?](#)
- * [Reminder of low printing credit](#)
- * [Where do I see how much printing credit is left?](#)
- * [What is a payment service provider?](#)



Managing email addresses

You may want to print by email from more than one email address. In order to do so, you have to inform myPrint which email addresses you want to link to your myPrint account.

Steps

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Manage email addresses'. The following screen will appear:

You can add your additional email addresses of your mobile devices when you use printing via email

Email address 1:

Email address 2:

Email address 3:

Email address 4:

Email address 5:

- 3 Enter up to five additional email addresses and click on the 'Save' button. myPrint will verify if you are indeed the owner of these email addresses by sending an email with a confirmation link to each address.
- 4 Open the email of myPrint (you find it in the inbox of the entered email addresses) and then click on the confirmation link. myPrint will register this address as an additional email address. You are now able to send print jobs via this email address. Confirmed myPrint email addresses are marked with this symbol: ✓

Notes

- * You can unlink linked email address by clicking on the recycle bin: .

See also

- * [I expected an email from myPrint, but did not receive one. Why is that?](#)
- * [Email print](#)



Cashing vouchers

Vouchers are coupons with which you can upgrade your printing credit. They are an alternative to purchasing printing credit via a payment service provider, that is: if your organisation uses this option. If so, you will have a button available to cash vouchers.

Steps

- 1 Log in on the myPrint website.
- 2 On the 'Home' page, click on the button 'Voucher to Cash'.

Organisation	ORGANISATION
Voucher code	<input type="text"/>
<input type="button" value="Voucher to cash"/>	

- 3 Enter the code that is printed on the voucher and click on 'voucher to cash'. myPrint increases your printing credit with the amount on the voucher.

Notes

- * You can also cash your voucher with the myPrint app. See also [myPrint app](#)



Price list

You can get an overview of the price of printing (and copying or scanning).

Steps

- 1 On the 'Home' page, click on the button 'Price list'. myPrint shows you the price list that applies to your organisation.

Notes

- * Depending on the actual print job and settings like simplex/duplex or A4/A3 paper, the total price of your job will be calculated using these values.
- * This feature is not available —nor applicable— in a non-paying printing environment.

See also

- * [Purchasing printing credit](#)
- * [Reminder of low printing credit](#)



Changing alerts

myPrint may remind you —by email— that your printing credit has dropped below a certain minimum value. Remember that you can't print when you have insufficient printing credit. On this page you can set this minimum value.

Steps

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Change alerts'. The following screen will appear:

Notification threshold €

- 3 Choose the desired value and click 'Save'.

Notes

- * If you do not wish to receive any alerts about depletion of your printing credit, you can set this value to zero.



Printing via the myPrint app

Often used functionality is available through the myPrint app, which exist for Android, iOS and Windows Phone.

1 Connecting to the myPrint server

The app needs to be connected to the myPrint server. You have to tell the app the Web Address of the myPrint server.

If the Web Address is not yet set, the app will show the server configuration page where you can set it. If the Web Address is set the app displays it at the bottom of the login page. If you want to change it, you tap it and the app will show the server configuration page.

Enter the Web Address of the myPrint server in the Web Address field on the server configuration page. Your organisation will tell you this Web Address. Instead of typing the Web Address you may scan the 'QR code' with the QR code scanner of your device. In that case your organisation will publish this QR code somewhere.

2 Creating a myPrint account

If you don't have a myPrint account yet, you should request one. After you have requested it, myPrint will send you an email with a confirmation link. You must confirm that you indeed requested an account. You can use this account on the app as well as on the myPrint website. Corporate accounts use their corporate credentials to login.

3 Logging in

Log in with the credentials with which you created your myPrint account.

If you forgot your password, you can request to change it —unless your user credentials are managed by your organisation.

4 Printing with the app

4.1 Share document and print

In several applications it is possible to 'share' a document with myPrint and then print it.

4.2 Select a file and print

With the Android app and Windows Phone app, you can browse to your documents within the app and print them with the app. On the iOS app, browsing is more limited. On that device you can only browse to pictures and print them.

4.3 Printing pictures

You can take pictures and print them.

4.4 Print settings

By default, the app will use the print settings, as defined on the myPrint website. You can overrule them and specify other values.

5 Account settings

On this page you can do a number of account-related tasks.

On iOS and Android this section is indicated with this icon: A blue square icon with a white silhouette of a person's head and shoulders.



5.1 Buying printing credit

In order to print, you may need printing credit. You can buy credit via myPrint and pay with an online payment method.

'Purchase credits' button and log in to the myPrint website.

Click on the 'Buy credit' button, and follow the instructions.

5.2 Managing email addresses


myPrint lets you link multiple email addresses to your myPrint account, enabling you to print from all devices, both mobile and non-mobile.

Choose 'Manage email addresses'.

Enter any additional email addresses and click on the 'Save' button. myPrint will send an email with confirmation link.

Open the confirmation emails (in the mailbox of each entered email address), sent by myPrint. Click on the confirmation link. You can now send print jobs via these email addresses.

Confirmed: ✓

Waiting for confirmation: 

Notes

You can remove an email address by clicking on the recycle bin icon next to the email address.

See also [I expected an email from myPrint, but did not receive one. Why is that?](#)

5.3 Cashing vouchers

Choose 'Voucher to cash'.

Enter the 'Voucher Code' and click 'Send'. myPrint will now upgrade your printing credit.



Supported document types

myPrint can print following types of documents

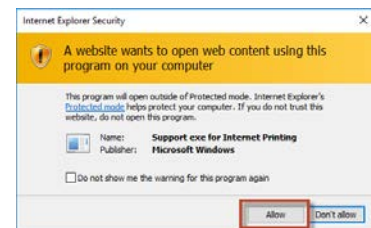
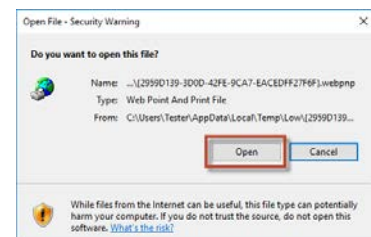
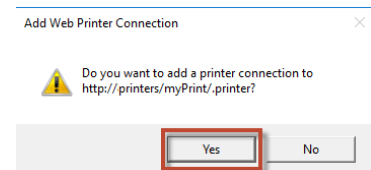
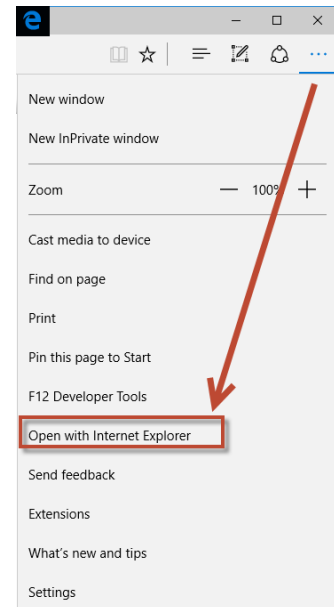
Extension	Description
doc, docx, rtf, odt	Word processor (e.g. Microsoft Word)
xls,xlsx, ods	Spreadsheet (e.g. Microsoft Excel)
ppt, pptx, odp	Presentation (e.g. Microsoft PowerPoint)
pdf	Portable Document Format
xps	XPS is an alternative to PDF
bmp, gif, jpg, jpeg, png, tif, tiff	Image types
txt	Plain text (e.g. Notepad files)
zip	Zipped collection of files of a supported type (nested zip files are not supported)



Installing a printer using the 'Install printer' button on the Home page

Steps

- 1 Installation on a Windows 10 computer using the default 'Edge' browser will result in the message 'Installation of the printer can only be performed using Internet Explorer'.
To be able to install this printer on Windows 10, perform following steps:
Open the standard Edge browser and proceed to the myPrint website.
Select in the top-right corner the 'More' button with the three dots and select in the dropdown menu the option 'Open with Internet Explorer...'
- 2 In Internet Explorer, login into myPrint and proceed to the 'Home' page of the website of myPrint and press the button 'Install Printer'.
Select 'Yes' in the pop-up that asks you to connect to the web printer.
- 3 Press 'Open' in the security pop-up that follows, asking you to open this file.
- 4 Press 'Allow' in the security pop-up that follows, warning you that a website wants to open web content using this program on your computer.
- 5 After a while, a blinking shield will appear on the taskbar. Click on it to show the pop-up, asking you to allow this app to make changes to your PC. Select 'Yes' to continue.
- 6 Do not forget to activate your myPrint ID.





Notes

- * The printer installation only works in combination with Microsoft Internet Explorer.
- * Internet Explorer's security level should not be more strict than 'Medium'. (Internet Options ► Security ► Security level ► Medium).
- * You should have sufficient privileges with your Windows account on a Windows system to be able to add a printer.
- * You can install this printer on all your personal computers, so that you can print from those devices as well. Don't install this printer on a public computer; this would allow anybody to print with your account.
- * An additional authorisation step on the printer prevents unauthorised people to print your print jobs. If you suspect that people are misusing your account, you can request a new myPrint ID via the myPrint website.
- * If you are using Internet Explorer version 11, you have to run Internet Explorer 11 in 'Compatibility mode'. You can set Internet Explorer in the 'Compatibility mode' by selecting the 'Tools' icon (gear) in the upper-right corner (or press Alt+x) and select 'Compatibility View settings'. In the 'Change Compatibility View setting' add the website of myPrint to the list by pressing 'Add'. Press 'Close' to close this window.

See also

- * [What is a myPrint ID?](#)
- * [Activating your myPrint ID](#)



Installing a printer using the 'Download printer driver' button

Steps

- 1 Click on the 'Download printer driver' button on the myPrint home page.
The system shows you two options: one for a 32-bit systems and another for 64-bit.
- 2 Click on the button that applies to your PC. The chosen package will be downloaded. If you try to install the wrong version (32-bit instead of 64-bit or vice versa) then Windows will warn you for that.
- 3 Install the downloaded package.
- 4 Do not forget to activate your myPrint ID.

Notes

- * Look on your PC (Start ► Control panel ► System settings) if you don't know if your system is 32 or 64-bit.

See also

- * [Activating your myPrint ID.](#)



Changing and activating your myPrint ID

You may change your myPrint ID, for example when you suspect abuse of your account. You must configure the printer driver of the installed myPrint printer with your myPrint ID. This number is different for every myPrint user.

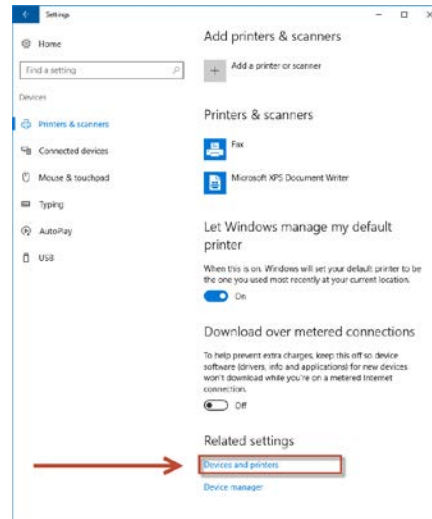
Note: on a Linux PC, you can download the PPD from the myPrint website and install it. For Mac users, myPrint has a dedicated installation manual that can be downloaded from the myPrint website.

Steps

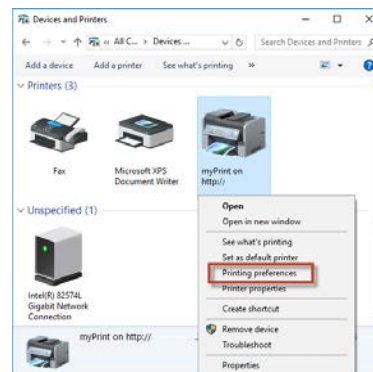
- 1 Find your myPrint ID on the Post-it on the 'Home' page of the myPrint website.
myPrint displays it when you click on it.
- 2 On your Windows PC, open 'Control Panel' and then select 'Devices and Printers'.



- 2 On your Windows PC, open 'Control Panel' and then select 'Devices and Printers'.



- 3 Right-click on the recently installed printer 'myPrint.....'
and select 'Printing preferences'.
The following screen appears:



Click on 'Details...'

- 4 Windows opens following dialog.
Type (or paste) your personal myPrint ID in the user ID field, and click 'OK' twice. You have now activated your myPrint ID and the myPrint printer is ready to be used.

Enter User Name:
(Up to 16 characters)

Enter File name:
(Up to 16 characters)

to 8 digits]



Notes

- * These steps must be carried out, otherwise your print jobs will not arrive at the printer.
- * After you have changed your myPrint ID, your old myPrint ID is no longer valid. If you attempt to print with the driver that contains your old code, your documents will not be printed.
- * When you use a Linux PC, you have to download the PPD again, and configure the printer with it.
When you use a Windows PC or Mac, you can change the code in the driver.

See also

- * [Changing your myPrint ID](#)



Installing and configuring 'myPrint Desktop'

myPrint Desktop is a utility (Windows-only) for sending documents to myPrint. Here we describe how you can install it on your PC.

Steps

- 1 On the Home page of the myPrint website, choose 'MyProfile'.
- 2 Click 'Install myPrint Desktop' to download an installation this program on your PC.
- 3 Double-click the downloaded file. A wizard will guide you through the installation.
- 4 When installed go to: Start ► All Programs ► Ricoh myPrint Desktop.

Configure myPrint Desktop as follows:

- 1 Enter myPrint's website address.
- 2 Enter your myPrint user name and password.

Notes

- * When you download the program, Windows may warn you that the program might be dangerous. You can safely ignore this warning.
 - Using Windows version 10, click on the text 'More Info' in the blue message to make the button 'Still perform' visible. Press this button to start the installation.
- * You may have to set specific proxy server settings. When you are in doubt about the right values, ask your myPrint administrator.

See also

- * [Printing via myPrint Desktop.](#)
- * [How do I know what is myPrint's website address?](#)



Frequently Asked Questions

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Why do I need to have a myPrint account?

A number of myPrint features require that you have one. In particular when you have to pay for your prints, you need to be able to upgrade your credit. You also need to have a myPrint account when you want to print from multiple email addresses.

See also:

- [Managing email addresses](#)
- [Creating a myPrint account](#)

I expected an email from myPrint, but did not receive one. Why is that?

You expected an email from myPrint, but you did not find it in your mailbox. Your email system may have directed it to your spam folder. This may happen with mails that hold a link. When you find emails from myPrint in your spam folder, you can move them to your regular mailbox, and then click on the link.



I want to activate my myPrint account, but I lost my activation email. What should I do?

If you created a myPrint account but lost the activation email, sent by myPrint, you can get a new activation email by repeating the steps to get a myPrint account. When you attempt to login when your account is not activated, you can also click on the link to resend the activation mail.

See also: [Creating a myPrint account](#).

I want to login on myPrint, but I forgot my password. What should I do?

When you want to login on myPrint, but you forgot your password, you can click on the 'forgot password' link on the login page. myPrint will ask you to enter your email address, and send you an email with a link. When you receive this mail, and click on the link, you can enter a new password.

How do I know what is myPrint's website address?

That address is different for every organisation that uses myPrint. Your organisation will inform you about this address.

Why doesn't myPrint create my myPrint account?

The myPrint administrator may exclude—for security reasons— certain email address domains (e.g. @hotmail.com). If you try to create an account with such email address, myPrint will inform you that this is not allowed.

I need to agree with 'the conditions'. Which conditions?

You can view these conditions at account creation. When you already have a myPrint account, you can view them by clicking on the 'conditions' link, on the Home page.

I sent a document to the printer via myPrint. Why is it not printed?

Possible reasons:

- After some time the follow-you system automatically removes print jobs.
- Your document may be of a non-supported type.
- Your document may be too large.
- You may have run out of printing credit.

When you sent the document per email, myPrint has sent you a message with the reason why the document could not be printed.

See also: [What is a follow-you system?](#)

I tried to change my password, but I couldn't. Why can't I change it?

You can only change your password, when this password is managed by myPrint. This is not always the case. If you log in on myPrint with credentials that belong to another system (e.g. the Active Directory, Facebook, Google...), myPrint cannot change it. You have to do that on the system that manages these credentials.

Why do I have to type a CAPTCHA when I type a wrong password, or when I create a myPrint account?

This is a security measure that avoids that automated systems (robots) can enter myPrint, by repeatedly sending commands to myPrint.



What is a User ID?

The User ID is a code that authenticates you at the printer.

What is a myPrint ID?

The myPrint ID is a code that personalises the IPP printer driver. When you use IPP printing, you must configure it in the printer driver.

I have to identify myself at the printer, but I forgot my User ID. What should I do?

You can request another User ID. It depends however on the follow-you system how this attribute is called.

See also: [Changing your User ID](#).

How much does printing cost?

This depends on your myPrint system. You can get an idea by looking at the price list.

I sent an email to myPrint. Why is the body not printed?

myPrint may be configured such that only the attachments are printed.

I want to print a document by email. To which address should I send it?

This is an address, chosen by your organisation. Your organisation will provide it to you.

Why am I automatically logged-off from myPrint?

myPrint will automatically log you off from myPrint, after some time of inactivity (say, 15 minutes). This avoids that someone else, who may find your PC unattended, may access your account.

I have sent a ZIP file to the printer via myPrint. Why is it not printed?

myPrint allows you to print the content of ZIP files. It will not print them when it contains too many files, or when it contains files that myPrint cannot print. The ZIP file should not contain embedded ZIP files.

See also: [Supported document types](#)

Where do I see how much printing credit is left?

Your current printing credit is displayed in the top-right corner of the Home page (the page that is displayed after you logged in).

I lost my badge. What should I do?

It depends how your organisation has arranged it. You may have to block your badge on an external website, or you may have to call your helpdesk. myPrint offers you the possibility to reset your PIN (via MyProfile). If your badge number in the follow-you system is on the same location as the PIN, then myPrint will overwrite this code.



How can I use specific printer preferences when I print via 'Email printing'?

When you print via email (Email Print) you cannot choose any printing preferences (color/black&white, simplex/duplex, staple). However, you can adjust your default printing preferences (via MyProfile).

See also: [Printing via email \(email print\)](#)

Which browser can I use for myPrint?

You can use (almost) any browser. When you want to automatically install the IPP driver, you need to use Internet Explorer however. You cannot use Microsoft's Edge browser.

What is a pop-up blocker?

A pop-up blocker (sometimes called a pop-up killer) is a program that prevents pop-ups from displaying in a user's Web browser (source: WhatIs.com).

What is a follow-you system?

This is the system, between myPrint and the physical printers. It allows you to collect your prints on any connected printer.

What is a payment service provider?

A payment service provider (PSP) offers shops online services for accepting electronic payments by a variety of payment methods including credit card, bank-based payments such as direct debit, bank transfer, and real-time bank transfer based on online banking (source: Wikipedia).