

# myPrint help topics

## myPrint account

[Creating a myPrint account](#)

[Deleting your myPrint account](#)

## Printing with myPrint

[Email print](#)

[Web upload](#)

[myPrint Desktop](#)

[myPrint app](#)

[Via printer driver](#)

[Print Room printing](#)

[Ricoh myPrint IPPS Printer Extension](#)

## Financial

[Cashing vouchers](#)

[Purchasing printing credit](#)

[Price list](#)

[Reminder of low printing credit](#)

## Miscellaneous

[Supported document types](#)

## Logging in

[Logging in on myPrint](#)

[Logging in via Facebook, Microsoft or Google](#)

[Home page](#)

## At the printer

[Collecting your prints at the printer](#)

[Changing your PIN](#)

## Advanced

[MyProfile](#)

[Changing and activating your myPrint ID](#)

[Managing email addresses](#)

[Change alerts](#)

## Installing & configuring

[Installing and configuring 'myPrint Desktop'](#)

[Installing a printer using the 'Install printer' button](#)

## Frequently Asked Questions

[Frequently Asked Questions](#)



## Creating a myPrint account

To use the full functionality of myPrint, you need a myPrint account. If your organization provided you with myPrint credentials, or if you can use myPrint with Single Sign-On, then myPrint will automatically create an account when you login on myPrint for the first time. Your organization 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 organization.

### 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 conditions, stated by your organization.

### 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?](#)



## Deleting your myPrint account

When you leave your organization or school, you may want to delete your myPrint account. Remaining credit, if any, can be refunded, either by means of a refund voucher or to your bank account.

Refund voucher: if there is someone at your organization that has a cashier role, he may accept the voucher and refund remaining credit.

Bank account: you will be asked to enter your bank account number and the BIC code of your bank. Which options apply to you, depends on your organization and on the amount of your remaining credit.

### Steps

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Delete your account'. myPrint deletes your account.
- 3 myPrint lets you choose your preferred refunding option.

### Notes

- \* Your organization may not be legally allowed to refund remaining credits. Ask your organization whether this applies to your situation.
- \* Your organization may charge handling costs for refunding.  
If you received a refund voucher, you may consider to sell (or give away) it 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 organization has configured myPrint.

### 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?](#)
- \* [The login screen holds a dropdown list called 'Domain'. What do I have to enter there?](#)
- \* [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.

Only the buttons that apply in your environment will be visible.

The button at the bottom of the page —if available— 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. When you don't log off, the next user of the PC will 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. Most of them are self-explaining. Some deserve some explanation:

- 1 "myProfile" displays the myProfile page. This page lets you adjust your personal myPrint settings. See also [MyProfile](#)
- 2 "Conditions" displays the conditions that apply to you
- 3 "Home" brings you back to this page
- 4 myPrint ID Shows your myPrint ID (the myPrint ID is a code that personalises the Windows printer driver of the myPrint printer). The myPrint ID can be used with the IPPS myPrint Extension for Chromebooks and the Google Chrome browser for printing. The myPrint ID is automatically set at installation. It is possible to change this ID.. See also [Changing and activating your myPrint ID](#)

### Buttons

- |                    |   |
|--------------------|---|
| * Install printer  | <a href="#">Installing a printer using the 'Install printer' button</a> |
| * Purchase credits | <a href="#">Purchasing printing credit</a>                              |
| * Voucher to cash  | <a href="#">Cashing vouchers</a>  |
| * Price list       | <a href="#">Price list</a>  |
| * Price list       | <a href="#">Print Room printing</a>                                     |



## 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'.
- 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 organization.
- 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 body 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](#)





## Print Room printing

When your document needs special finishing, or when you want to make many copies, you may want to send your document to the “print room” (sometimes known as “copy centre”). A print room may have printing devices that are better suited for printing your document than a regular printer has. Printing large quantities may be cheaper as well, using a print room.

### Steps

- 1 Click on the “Print to Print Room” button.
- 2 Select the document to be printed, by browsing to it.
- 3 Click on the “Upload” button. Note: the document will not be sent yet; you can still verify it or update your preferences.
- 4 Complete the job ticket with your printing preferences.
- 5 Click on Verify the quality of the document. Note: myPrint converts any non-PDF document to PDF. With this step you can check if this conversion was done well).
- 6 Click on the “Send to the Print Room” button.
- 7 Collect the printed document in the Print Room.

### Notes

- \* The Print Room feature is only available when there is a print room (and your organization supports it).
- \* When you send a document to the print room, you will receive an email with the job ticket number. Refer to this number when you need to contact the print room operator about this print job.



## 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). Alternatively, you can use the "drag and drop" functionality or "browse" function in myPrint Desktop, to print documents.

### 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: 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. Depending on the myPrint configuration this automatically installs a printer or downloads a printer installer.

### See also

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



## Ricoh myPrint IPPS Printer Extension

Printing from any Chrome OS Desktop browser and Chromebook is made easy with the Ricoh myPrint IPPS Printer Extension. This extension brings printing functionality to your Google Chrome OS Desktop browser or Chromebook device. If you are at an organization that already has Ricoh myPrint installed, just add the extension to your Chrome book or Chrome OS browser. In the print menu you can select the Ricoh myPrint IPPS Printer and start printing.

### Three options to add the extension to your Chrome OS Desktop browser or Chromebook:

- 1 Search for the Ricoh myPrint IPPS printer in the Chrome Web Store, and add the extension.
- 2 Install from your organization's Ricoh myPrint website home page by selecting the "Install printer" option and choosing the "Chrome/ChromeOS" operating system.
- 3 Click on the app icon at the bottom of the login page of your organization's Ricoh myPrint website (if enabled), and add the extension.

### Notes

- \* The Ricoh myPrint IPPS Printer Extension may be used as an alternative solution to Google Cloud Print (GCP) which is obsolete.

### See also

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



## 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 PIN 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—in an environment of paid printing—that you have sufficient printing credit.
- \* If you sent a document via email printing, you can recognise the email body 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, depending on your account and organization. Depending on your account and organization, following buttons below will be available:

### Buttons

Button	Description / reference
* Install myPrint Desktop	<a href="#">Installing and configuring 'myPrint Desktop'</a>
* Printing preferences	This function lets you adjust your printing preferences.
* Change your myPrint ID	<a href="#">Changing and activating your myPrint ID</a>
* Change your PIN	<a href="#">Changing your PIN</a>
* Change your password	This function lets you change your password
* Manage email addresses	<a href="#">Managing email addresses</a>
* Close your account	<a href="#">Deleting your myPrint account</a>
* Change alerts	<a href="#">This function lets you change alert levels</a>
* Transaction history	On a system with paid printing only: shows credit purchases and credit corrections.
* Print history	This function displays your printing activities



## Changing your PIN

When you want to collect your document at the printer —and you have no badge— you can authenticate yourself with your PIN. You may have received this PIN 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 your PIN'.
- 3 Click on the 'Send me a new PIN' button. myPrint will send a new PIN 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 also be called 'primary pincode', or even 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 amount options.
- 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. Note: if there is more than one payment service provider active, you should select the one that applies to you.
- 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 payment amount options may be disabled.
- \* The Transaction History function in myProfile 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'.
- 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 organization 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'.
- 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

- \* If your organization uses vouchers, 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 organization.

### 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 in a non-paying printing environment, or when the administrator did not create a price list.

### 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'.
- 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 and iOS.

### 1 Connecting to the myPrint server

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

Enter the Web Address of the myPrint server in the Web Address field on the server configuration page. Your organization 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 organization will publish this QR code somewhere.

### 2 Creating a myPrint account

If you don't have a myPrint account yet, you should request one, using the myPrint website. 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 organization.

## 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 you can browse to your documents within the app and print them with the app. On the iOS app, browsing is more limited. With the 'Files' App on your iOS device you can select your saved documents. Select the file you want to print by pressing the file until a popup screen appears. Click on 'Share' and select 'Print with myPrint' or 'Copy to myPrint'. In the myPrint app you can change the settings and select 'Print'.

In both Android and iOS, you can also print from an opened document in another app directly to myPrint by using the 'Share' option.

### 4.3 Printing pictures

You can take pictures and print them.

### 4.4 Print settings

Some print settings can be managed by your organisation. They will show as greyed-out and are not changeable.



## 5 Account settings

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

### 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 Cashing vouchers

Choose 'Voucher to cash'.

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

### 5.3 Change password

Gives the ability to change your myPrint login password.

Note: In cases when your password is not managed by myPrint this function will not be available.

### 5.4 Change language

Gives the ability to change the language of the app to a more appropriate one for you.

Note: The available languages are managed by the myPrint administrator



## 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, oxps	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)
vsd, vsdx	Visio
Msg	Message
Eml	Electronic Mail Format
7z	7-Zip containing one or a collection of files
ocm, xlsm, pptm	Office documents with macros



## Installing a printer using the 'Install printer' button

### Steps

- 1** Click on the 'Install printer' button on the myPrint home page.  
The system will show a dialog that lets you select a printer driver package (Windows x64, Windows x86, OSX/macOS, Linux). Note that the one that fits with your PC is pre-selected.
- 2** Confirm your choice by pressing the 'Download Package' button. The chosen package will be downloaded.





## 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.

### Steps

- 1 Find your myPrint ID in the bottom-right corner of 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'.
- 3 Right-click on the recently installed printer  
'myPrint.....'  
and select 'Printing preferences'.

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.

### 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.  
Only when you use a Windows PC, you must change the UserID in the driver with the new 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 'Download myPrint Desktop' to download an installation 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

- \* You may have to set specific proxy server settings. When you are in doubt about the right values, ask your myPrint administrator.
- \* You can only use myPrint Desktop if your organization supports this functionality.

### See also

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



## Frequently Asked Questions

- [Why do I need to have a myPrint account?](#)
- [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 want to login on myPrint, but I forgot my password. What should I do?](#)
- [I sent a document to the printer via myPrint. Why is it not printed?](#)
- [I tried to change my password, but I couldn't. Why can't I change it?](#)
- [I repeatedly entered wrong user credentials, and now I can't use the myPrint app anymore. What should I do?](#)
- [Why doesn't myPrint create my myPrint account?](#)
- [I lost my badge. What should I do?](#)
- [How do I know what is myPrint's website address?](#)
- [What is a follow-you system?](#)
- [What is a User ID?](#)
- [What is a myPrint ID?](#)
- [How much does printing cost?](#)
- [I sent an email to myPrint. Why is the body not printed?](#)
- [I want to print a document by email. To which address should I send it?](#)
- [Why am I automatically logged-off from myPrint?](#)
- [I have sent a ZIP file to the printer via myPrint. Why is it not printed?](#)
- [I have to identify myself at the printer, but I forgot my User ID. What should I do?](#)
- [Why do I have to type a CAPTCHA when I type a wrong password, or when I create a myPrint account?](#)
- [Where do I see how much printing credit is left?](#)
- [How can I use specific printer preferences when I print via 'Email printing'?](#)
- [I need to agree with 'the conditions'. Which conditions?](#)
- [What is a pop-up blocker?](#)
- [What is a payment service provider?](#)
- 

### 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 organization that uses myPrint. Your organization 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 your document cannot be printed, myPrint will send you an email with the cause of not printing.

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. It is used by the IPPS Chrome Extension

### **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 PIN](#).

### **I repeatedly entered wrong user credentials, and now I can't use the myPrint app anymore. What should I do?**

myPrint will lock an account for some minutes after repeated, failed attempts to login with invalid user credentials. This is a prevention against robot attacks. You will have to wait a few minutes.

### **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 organization. Your organization 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), or in the profile section of the myPrint app on your mobile device.

**I lost my badge. What should I do?**

It depends how your organization 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 \(email print\)](#)

**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). When installed on your browser, it may also block notification messages from showing on your screen

**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 within your organization.

**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).

**The login screen holds a dropdown list called 'Domain'. What do I have to enter there?**

With this dropdown list you have to enter in which 'domain' you are known. A domain holds a (sub)set of users. Your organization will be able to tell you of which domain you are member. Most likely the names are self-explanatory. If your account is not a corporate one, you should select something like 'Local' or 'myPrint'.

**Single Sign-On with OpenID Connect on Samsung DeX device does not work on Samsung DeX device, when the Samsung browser is set as the default browser.**

The myPrint Android App cannot login with SSO and OpenID Connect on a Samsung DeX device, when the Samsung browser is set as the default browser. This is a limitation that is related to the Samsung browser; With Chrome as default browser, SSO with OpenID Connect works fine.