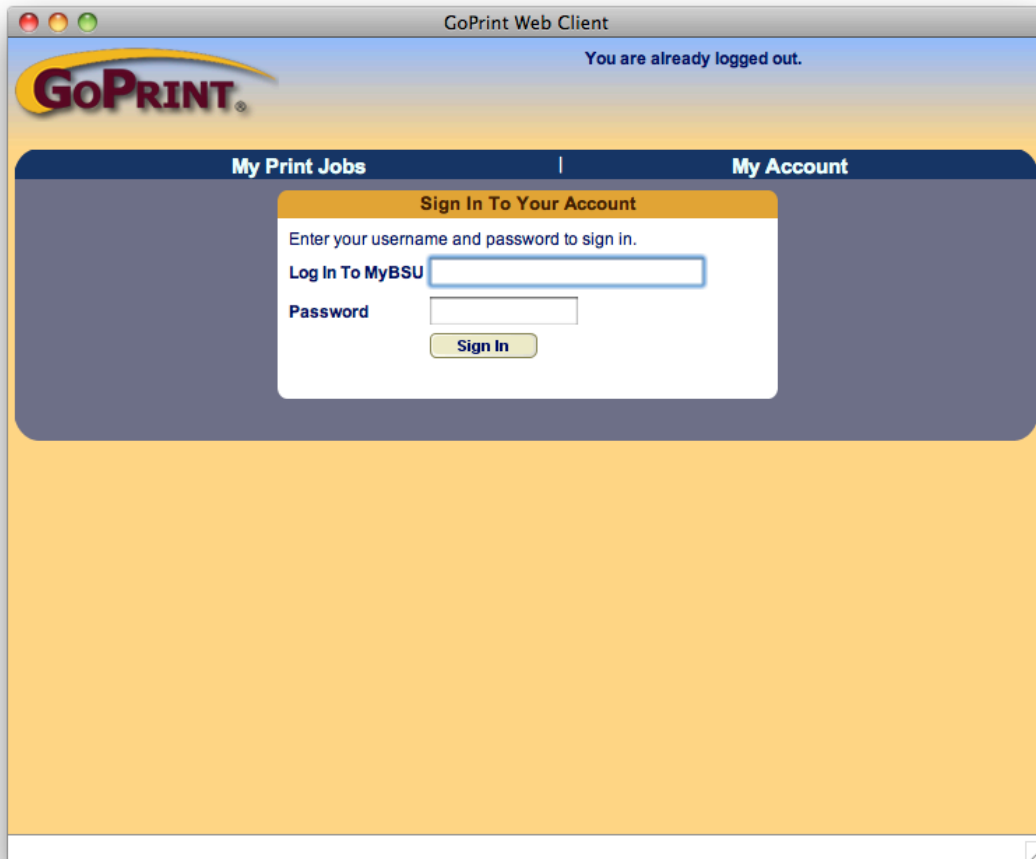


## GoPrint Webclient Overview Computer Lab Support

### Step 1:

After selecting to print any kind of document from any application, the following window will pop up (this window will look identical on Mac OS and Windows):



The screenshot shows a web browser window titled "GoPrint Web Client". The page has a blue header with the "GoPRINT" logo on the left and the text "You are already logged out." on the right. Below the header is a dark blue navigation bar with "My Print Jobs" and "My Account" links. The main content area is a white box with a yellow header that says "Sign In To Your Account". Inside this box, there is a prompt "Enter your username and password to sign in." followed by two input fields: "Log In To MyBSU" and "Password". A "Sign In" button is located below the password field.

**Step 2:**

On this pop-up, the individual who is printing will need to log into their account with the MyBSU credentials they use to access campus computers and email. Once the authentication process completes, they will be presented with a window similar to the following:



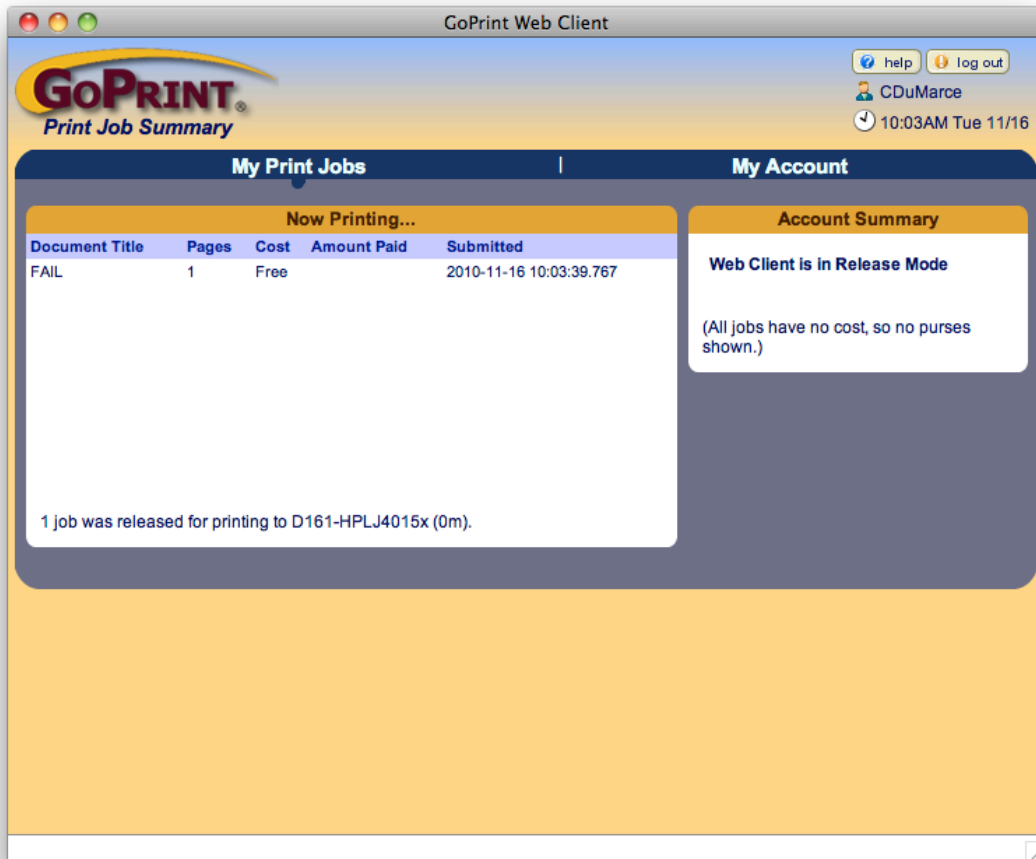
In the “My Print Jobs” pane, the print job that was initiated will be visible. They will now have the ability to print the job, cancel the job or redirect the job to a different printer. If they wish to print the job, they will need to check the small box immediately to the left of the document title, then click “Pay and Print”.

**NOTE:**

After 2 hours, if the document is not printed, the job will be automatically discarded.

**Step 3:**

After clicking the “Pay and Print” button, they will be presented with the following window confirming the job was released to the printer.

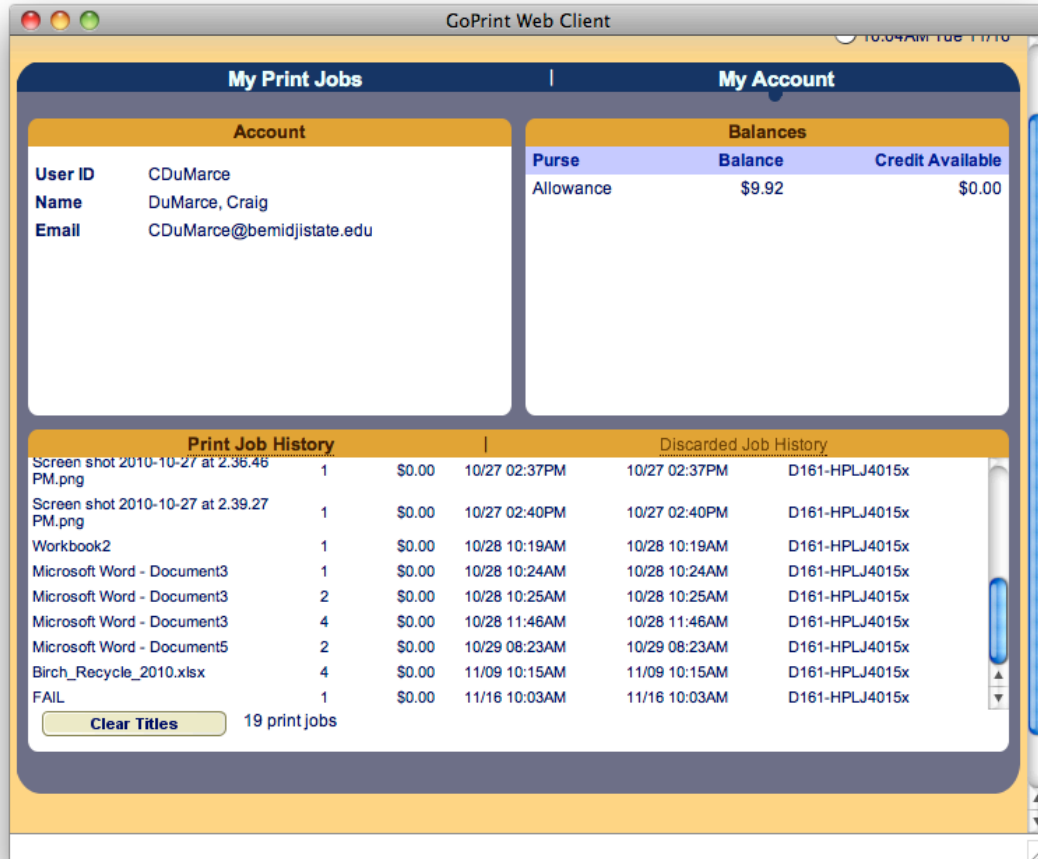


**NOTE:**

Since, at this time, paying for prints is not yet required, the cost will be free. The GoPrint system is currently in Release Mode, meaning that no one will be charged for printing. The system is only monitoring.

**Step 4:**

If the student wants to check the print history, they can click on the “My Account” tab at the top of the GoPrint Web Client window. They will be presented with the following details:

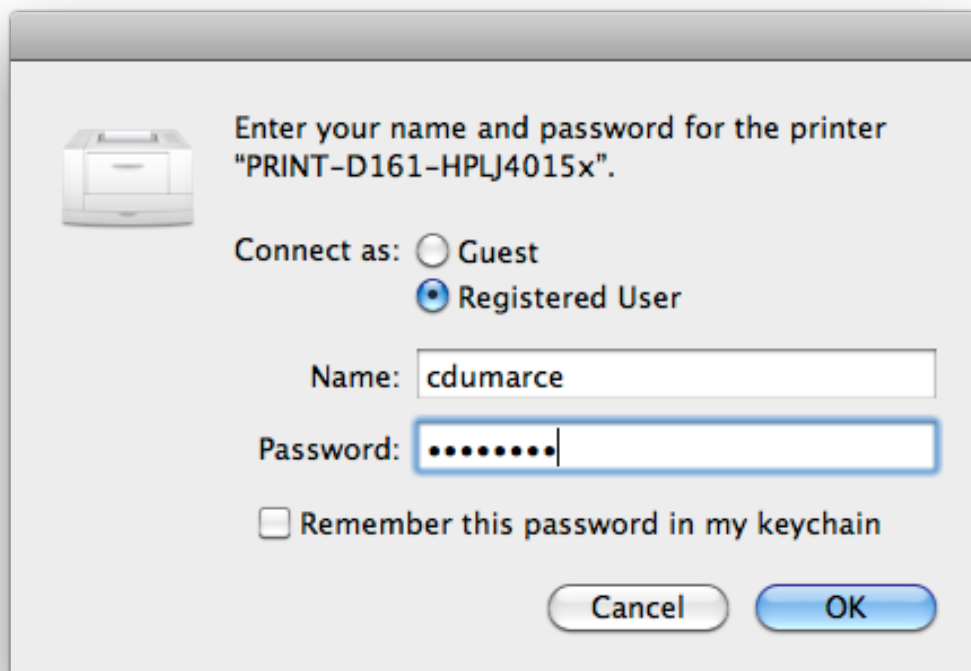


This is where they can check account balances and print histories along with basic account information. Once the student logs out of the computer, the WebClient will automatically log them out of their account. Then next user that logs on will need to authenticate to the GoPrint system in the same manner. This will be the same regardless of what OS they are using (Mac OS or Windows).

**NOTE:**

Mac users may have to authenticate twice, once immediately after printing and once to the GoPrint Web Client. Both prompts will require the MyBSU credentials that they use to log onto campus computers and to access BSU email.

If the student is using Mac OS X, they will be prompted with the following window prior to the GoPrint Web Client pop-up:



All that needs to be done is to put in the same MyBSU credentials that they use to gain access to campus computers and their BSU email accounts. They will then be prompted by GoPrint to authenticate in the form of the Web Client pop-up in step one.

**NOTE 2:**

If the GoPrint Web Client does not pop up for authentication, the app needs to be started on the computer. This can be accomplished by double-clicking the GSWebClient.app application located in the /Applications/ folder on Mac OS and in C:\Program Files\GoPrint\WebClient\gswebclient.exe on Windows.

Many times, all that is needed is a restart to get the client to re-initialize.

**NOTE 3:**

If the GoPrint client display's an error (Security Alert) regarding the Trusted Certificate, click the "yes" button when prompted to proceed. This is accepting the certificate provided by the GoPrint Server and will not harm the computer. It will need to be done whenever a new user logs into the computer for the first time. This slight issue should be fixed upon the next image cycle of the Lab computers.

