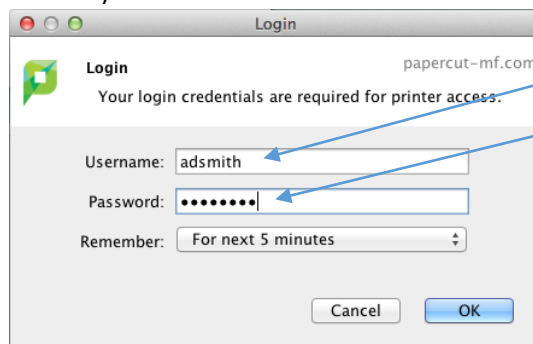
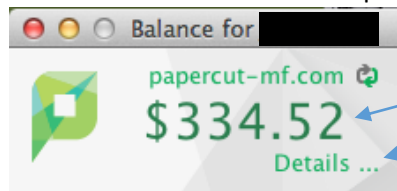


## How To Request A Refund Within PaperCut (Mac)

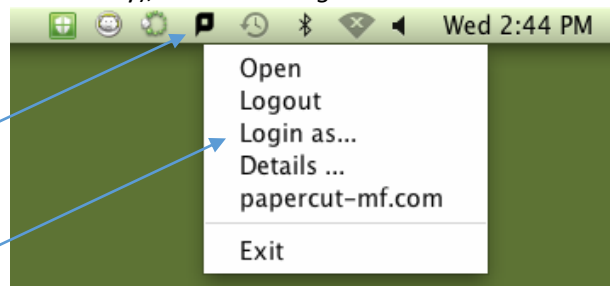
1. Navigate to the following link: <http://hcc-papercut:9191/user>
  - a. Or click the *Details...* link located on the balance window displayed when first logging in to a Mac campus computer.
  - b. Before you click the *Details...* link, you will have to log in to the PaperCut client in order to properly access your account. The PaperCut login prompt should automatically appear once the Mac desktop displays. If not, perform the action described on letter c and select *Open* instead:
    - i. Enter your username and password for PaperCut and either press *Enter* or click *OK*.
      1. The username is typically your first initial, middle initial, and last name (i.e. absmith).
      2. The password is typically the same as your HCC email (faculty/staff or student).
    - ii. The PaperCut balance notification should update with your current balance. The *Details...* link should now point to your PaperCut account. Click to access:



- ii. The PaperCut balance notification should update with your current balance. The *Details...* link should now point to your PaperCut account. Click to access:

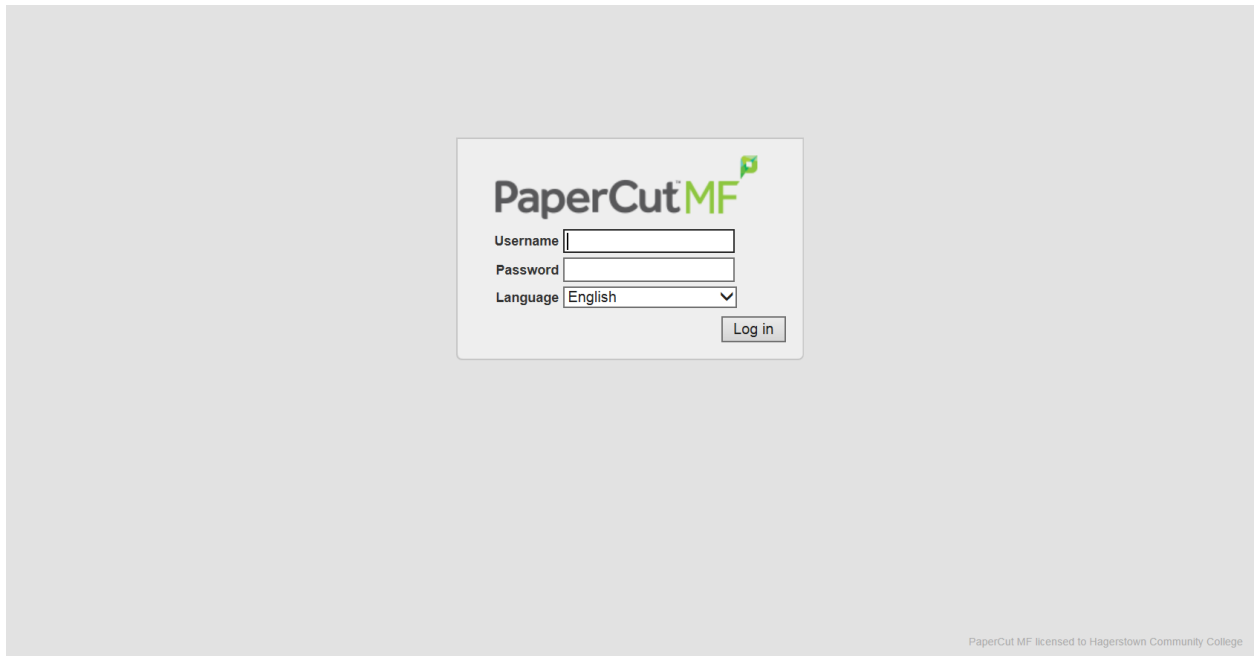


- c. If the PaperCut client automatically logs out and gives you a \$0.00 balance, you will have to log back in. To do this locate the PaperCut icon on the menu bar at the top of your screen, hold down the Control key, click the icon (you may need to hold down the mouse key), and select *Login as...*:

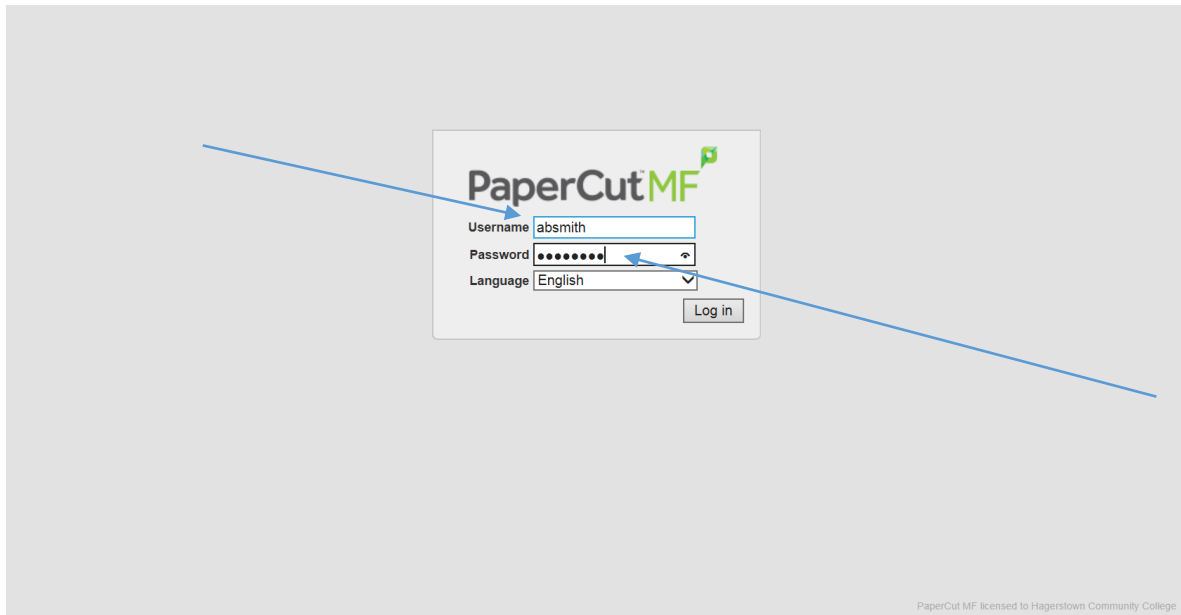


- d. If you select *Login as...*, repeat the login process on letter b.
        - e. If another user is logged in, repeat the process described on letter c, and choose *Logout*.

2. You should see a screen similar to the image below:



3. Type your Active Directory username and password.
- The username is typically your first initial, middle initial, and last name (i.e. absmith).
  - The password is typically the same as your HCC email (faculty/staff or student).



4. Once logged in your screen should look similar to the image below:

**PaperCut MF**

### Summary

<b>Username</b>	[REDACTED]
<b>Balance</b>	\$336.05
<b>Total print jobs</b>	75
<b>Total pages</b>	496

### Activity

Balance history for [REDACTED]

The graph shows a balance starting at \$350.00 and slightly decreasing over time.

5. Click *Recent Print Jobs* on the left hand side of the screen:

<http://hcc-papercut:9191/app?service=page/UserPrintLogs>

**PaperCut MF**

### Recent Print Jobs

Filter on [edit](#) [remove](#)

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Nov 30, 2015 9:20:21 AM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	P0025487.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,355 KB CPB130D-09549 PCL5	Printed <a href="#">request</a> <a href="#">refund</a>
Nov 30, 2015 9:20:02 AM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	1	\$0.07	W-9 2015 Lexmark ... ise Software LLC.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,935 KB CPB130D-09549 PCL5	Printed <a href="#">request</a> <a href="#">refund</a>
Nov 23, 2015 1:48:29 PM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	Hagerstown - eFor ... turn 5.15.15 (1).pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 2,820 KB CPB130D-09549 PCL5	Printed <a href="#">request</a> <a href="#">refund</a>
						LETTER (ANSI_A)	

- Locate the job you wish to request a refund and click the *request refund* link underneath the **Status** column on the right side of your screen:

Recent Print Jobs

Filter on [edit] [remove]

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Nov 30, 2015 9:20:21 AM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	P0025487.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,355 kB CPB1300-09549 PCL5	Printed [request refund]
Nov 30, 2015 9:20:02 AM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	1	\$0.07	W-9 2015 Lexmark ... ise Software LLC.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,935 kB CPB1300-09549 PCL5	Printed [request refund]
Nov 23, 2015 1:48:29 PM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	Hagerstown - eFor ... turn 5 15 15 (1).pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 2,820 kB CPB1300-09549 PCL5	Printed [request refund]

After clicking the *request refund* link your screen should look similar to the image below:

Refund Request

All refund requests may be reviewed by the administrator.

**Job Details**

Time	Nov 30, 2015 9:20:21 AM
Pages	3
Cost	\$0.17
Document Name	P0025487.pdf
Printer	hcc-papercut/CPB130_COPIER_BW

**Refund Details**

Refund Amount:  Full amount  Partial amount: \$0.00

Reason for Request:

Send Cancel

- Underneath **Refund Details** select either *Full amount* or *Partial amount*. If *Partial amount* is selected, be sure to enter the dollar figure to be requested. Also, be sure to enter a **Reason for Request** in the designated area:

**PaperCutMF**

### Refund Request

All refund requests may be reviewed by the administrator.

Job Details	
Time	Nov 30, 2015 9:20:21 AM
Pages	3
Cost	\$0.17
Document Name	P0025487.pdf
Printer	hcc-papercut/CPB130_COPIER_BW

**Refund Details**

**Refund Amount**

Full amount  
 Partial amount:

**Reason for Request**

Did not mean to print this job.

- Once you have finished entering the required information click the *Send* button:

**PaperCutMF**

### Refund Request

All refund requests may be reviewed by the administrator.

Job Details	
Time	Nov 30, 2015 9:20:21 AM
Pages	3
Cost	\$0.17
Document Name	P0025487.pdf
Printer	hcc-papercut/CPB130_COPIER_BW

**Refund Details**

**Refund Amount**

Full amount  
 Partial amount:

**Reason for Request**

Did not mean to print this job.

9. After clicking the *Send* button you should automatically return to the **Recent Print Jobs** screen. Your screen should look similar to the image below. Indication of your request being successfully sent and of the refund request being in a *Refund Pending* status should be present:

The screenshot shows the PaperCutMF interface. At the top, a green banner displays the logo. Below it, a light green notification bar with a checkmark icon states "Your refund request has been sent." To the left is a navigation menu with options like Summary, Rates, Redeem Card, Transfers, Transaction History, Recent Print Jobs (highlighted), Jobs Pending Release, Web Print, Add Credit, and Log Out. The main area is titled "Recent Print Jobs" and contains a search filter bar and a table of print jobs.

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Nov 30, 2015 9:20:21 AM	jcseiler	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	P0025487.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1.355 kB CPB130D-09549 PCL5	Printed Refund Pending
Nov 30, 2015 9:20:02 AM	jcseiler	hcc-papercut/CPB130_COPIER_BW	1	\$0.07	W-9 2015 Lexmark ... ise Software LLC.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1.935 kB CPB130D-09549 PCL5	Printed [request refund]
Nov 23, 2015 1:48:29 PM	jcseiler	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	Hagerstown - eFor ... tum 5.15.15 (1).pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 2.820 kB CPB130D-09549	Printed [request refund]

- **Note:** The message indication “*Your refund request has been sent*” will disappear after a few seconds or so.

10. Your refund request is sent to Hagerstown Community College’s Information Technology department and will normally take 2-3 business days to process. If you have any questions or concerns, you may contact the department directly using the information below:
  - a. Student Help Desk – 240-500-2891
  - b. IT Help Desk – 240-500-2457
  - c. Email – [hccit@hagerstowncc.edu](mailto:hccit@hagerstowncc.edu)