University of Hertfordshire UH

Self Help Guide

Mobile Printing on an Apple Mac

UH students & staff can print to the 'print, copy, scan' devices from personal and UH macOS devices. These print jobs can be released to print within 72 hours with your UH ID card on any 'print, copy, scan' device on either campus.

Important: Mobile printing requires your device to be connected to the UH network.
On campus: Connect either with a network cable or by WiFi (UHWifi or Eduroam but not _The Cloud). For help see ask.herts.ac.uk.
Anywhere: Connect with 3G/4G or any wired/WiFi network while running Pulse Secure. For help on Pulse Secure see ask.herts.ac.uk.

UH students can only release prints if they have enough print credit. For information on how to check and credit your account see ask.herts.ac.uk.

Device requirements: MacOS Yosemite onwards

1. Choose **Apple menu** > **System Preferences**, then click **Printers and Scanners**.

2. Click the **+** icon (bottom left) under the list of printers.

3. The **Add** window is now displayed. This show printers discovered on the network.

4. Select the appropriate printer (the **Name**, **Location**, and **Use** is displayed). This choice depends on whether you are printing from a staff or a student account, and whether you want black and white (mono) or colour printout.

Account Type	Colour / Mono	Printer
Student	Colour	Student-Colour-Mobile-Printing…
	Mono / B&W	Student-Mono-Mobile-Printing…
Staff	Colour	Staff-Colour-Mobile-Printing…
	Mono / B&W	Staff-Mono-Mobile-Printing…

If you select the wrong option, you may get a permission error later when logging in.

5. Check that **Use** (bottom of the page) is set to **Secure AirPrint**. If **Secure AirPrint** is not displayed:

   - Close the **Add** window.
   - Disconnect and then reconnect to the UH network/Pulse Secure.

If you would like a copy of this document in a different format, please contact the Helpdesk on +44 (0)1707 284678 or ext. 4678 or email helpdesk@herts.ac.uk

- Try following the instructions again. If you still can't see Secure AirPrint, and are definitely connected to the University network (either via UHWifi /Eduroam or Pulse Secure), please contact the Helpdesk.

6. Click **Add**. You will be prompted for your UH login details.
   Enter your UH username (e.g. ab12cde) and password.

7. If you enter incorrect login details you won't get a warning message, and your job will not print. If this happens, open the **Print Queue** icon (from the dock). If the print job is diplayed with the message **Hold for authentication**, click the curved arrow (in a circle) icon to the right; then re-enter your login details.

8. Repeat the whole process if you wish to add any other printers.

9. Now the printer is installed, print as you would normally by selecting the required printer and changing the properties as appropriate. Check that you are using both the correct printer and settings, depending on whether colour or mono printout is required. **I**t is your responsibility to check these settings are correct before printing.

Releasing your print jobs at a 'print, copy, scan' device

Once you have sent your jobs to print, you need to release them (within 72 hours). Locate your nearest 'print, copy, scan' device and hold your UH ID card against the card reader to login. Any pending jobs are list with the newest at the top. Select either **Print All,** or an individual print job followed by **Print**. You must logout when you have finished.