

Division of Information Technology Policy

PawPrint Printing Services

Draft: November 13, 2018

Policy Topic: Printing Services

Administering Office: Office of the CIO

I. POLICY STATEMENT

3. Support

a. Print Client

- i. All WCU-managed devices will have a print client installed and receive full IT support. WCU-managed devices that do not have the client installed or where the client is not functioning properly, will not be allowed to File>Print and must contact IT to resolve the issue.
- ii. All personal-owned devices, where the print client cannot be installed, shall use web-based printing to upload and submit documents to be printed.

b. Special Events

- i. PawPrint Services can be requested for special events on campus.
- ii. For temporary devices - the ability to fulfill the request may be based on the availability of spare devices or the temporary re-allocation of existing equipment. At least a 2-week notice is required and all costs, including, but not limited to, supplies, regular support hours, and after-hours support will be charged to the department/division requesting services.
- iii. For temporary support/servic

6. PawPrint Services Exceptions (ex: special plotters, Print Shop)
 - a. All requested printer exceptions must be submitted to the CIO for approval. Requests can be made by submitting a ticket via <https://help.wcu.edu>.
 - b. All printer exceptions will have limited IT software support. Full hardware/software support requests must be made via the vendor.
 - c. All supplies/consumables, such as paper and toner, must be purchased by the department/division separate from PawPrint supplies/consumables. Users shall not use PawPrint paper to print from any allowed printer exception.
7. Confidential Printing
 - a. Printing sensitive or classified information can be performed using release printing. Information on release printing can be found in our knowledge base for [macOS](#) and for [Windows](#).
 - b. It is the user of PawPrint Services responsibility to follow all data security guidelines, found in the [Data Handling Procedures](#), when utilizing PawPrint Services.
 - c. Paper containing sensitive or classified information must be removed from printers and faxes immediately. Faxes and printers used to print sensitive information should not be in public areas unless release printing is used. Any time a document containing sensitive information is being printed the user must make sure they know the proper printer is chosen and go directly to the printer to retrieve the document.

V. REFERENCES

1. [University Policy 40](#)
2. [Data Handling Procedures](#)
3. <https://pawprint.wcu.edu>