

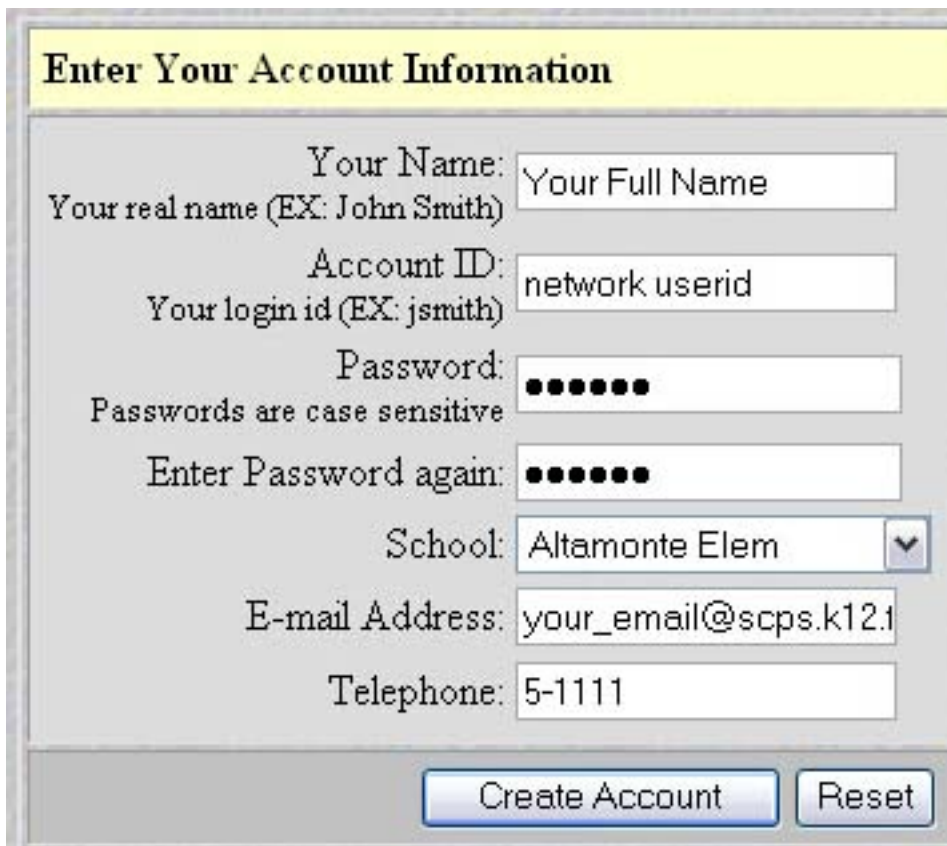
How to Create a Remote Print account

From a school district computer, using Internet Explorer, type copycenter into the address bar.

From home, using a computer connected to the Internet, type <http://www.scps.info> into the address bar of Internet Explorer.

This will bring up the web page for Remote Copy. Your options here are Create a New Account, or Manage an Existing Account, or download the print driver appropriate for your location (i.e. home or school)

To create a new account click on “Create a New Account”



Your will have to enter

- Your full name

- Create a userid, we recommend the last 6 letters of your last name and first initials

- Create a password, we recommend you use you mail password, as this never changes, enter password twice to verify.

- Select District staff as school, or if you are located at a school, your school. We will not ship copies ordered by a teacher to a 2nd school.

- Enter your SCPS email address (your_name@scps.k12.fl.us)

- Enter your phone extension (5-1234)

- Click on create an account.

You now have to wait for the Printing Department to activate your account. We usually check twice a day to activate accounts. You will NOT be able to print to the CopyCenter until your account is activated.

Manage an Existing Account

If you choose manage an Existing Account you can see all copy requests sent to the Copy Center using your Userid.

You can delete a request, if it has not printed. You can change the quantity, if it has not printed. You can click on the blue document title and preview your document exactly as it will be printed. If in doubt, we highly recommend previewing.

Joel Randa
Folders

- > Active Print Queue
- [IRP Archive \(7\)](#)
- [Held Documents](#)
- [Deleted Documents \(7\)](#)

Enter new folder name:

These document(s) are currently active and controlled by SCPS CopyCenter. They cannot be Moved at this time.

selected document(s).

selected document(s).

Doc ID:

Doc ID	Description	Status	Pages	Copies	Date/Time Received
<input type="checkbox"/> 243272	Microsoft Word - Document1	Queuing	4	<input type="text" value="1"/>	2003-04-21 21:32:17

Select a document's Description to preview that document.

Refresh this Page

You can view Copy Requests that have already printed by clicking on IRP Archive. Each printed document will show the date and time your copy request was released to the printer.

You can archive your copy request into private folders that you create. You document cannot be archived until printed, and is deleted after 5 days, if not archived.

You can click on the document title at any time to view the document on your pc. Once viewed, you can save the document as a pdf document. You will not be able to edit the document unless you have a full version of Adobe Acrobat. To view the document on your pc, you need Acrobat Reader, which is free and can be downloaded at www.adobe.com

You can also change your password, change your name and school by clicking on Update Profile. You cannot change your userid.

Installing Print Driver

The print driver is easy to install, but there are several important selections you must make during the install process. They are:

Select Local Printer, when prompted
Select Internet Remote Print Port, when prompted
Select SCPS CopyCenter Printer, when prompted
Select print test page, when prompted

The rest of the options are just a matter of clicking Next, you do not need to configure the printer. You will need to restart your computer.

Printing from your PC

Create your document using ANY software program.

Be aware, we have not tested every program. The cheaper the program, the more likely it will not print correctly. Note on Microsoft Excel. Microsoft Excel is one of those odd programs. To print to the CopyCenter, your default printer must be set at 600 dpi. DPI is dots per inch. If you are printing an Excel file, we recommend setting your default printer to SCPS CopyCenter Printer. At this time, this is the only know problem when printing to the CopyCenter.

Proof Read, Proof Read, Proof Read. Make absolutely certain that you are ready to print. Check your spelling and grammar. Remember, some of these documents may just be classroom handouts, but many of them end up at home in critical parents hands.

Make sure there are no blank pages at the end of your document. Word is famous for adding a page when you get close to the bottom margin.

When you are SURE you are ready to print;

Select FILE, Print, The first print window appears, DO NOT ENTER A QUANTITY in this window. DO select SCPS CopyCenter Printer as your printer.

In this window you can also select your page range. For instance, if you only want to print page 3 of a 5 page document, you enter that now.

When every thing is correct, click Print, the CopyCenter Ticket appears on your screen. This ticket is being sent from the server in the CopyCenter, so it is likely to be different when software is updated.

The copy ticket is much like the hard copy, copy ticket, the same information is required. Step by step, this is what you enter into the ticket.

This is what the Copy Ticket currently looks like.

1. Enter your userid
2. Enter your password
3. Enter in the date you require your copying. We guarantee 72 hours, but make every effort to return your copies overnight.
4. Enter the number of copies you want, check number twice, what you enter is what we print
5. Select uncollated (default) or collated, when you select collate, staple upper left corner and landscape staple will highlight. If you are printing 1 sheet of paper you will not be able to collate or staple.
6. Click on paper type to select different color papers
7. Click on standard, and you can select 3 hole punched
8. 1 sided or 2 sided. 1 sided, self-explanatory.
9. If your document orientation lists as Landscape, your duplex options are opposite those for portrait.
10. Enter any special notes to the copy operator. Do not enter copy ticket instructions, we will not reprogram or change your request. What you fill out goes straight to the printer. Nor can we make changes to the images you send.
11. Click OK to send to CopyCenter.

You can now go into your Account Manager to preview what you sent.

Notice to School Employees

This is an honor system. If your school does not allow color paper, or 3 hole punched paper, you are required to abide by your schools copy policies.

Copy Right rules. We process over 20,000 copy requests per month, up to 6,000,000 copies per month. We cannot police copyright violations. You are honor bound to ensure you have permission to copy copy-righted materials on file at your location. You put yourself, your school, and the District at risk by violating copyright laws.

Phone calls to CopyCenter

Each school is to have 1 person who is tasked to interface with the CopyCenter. They know what information we need, and they can provide you with valuable information concerning the paper copy request, as well a Remote Copy.

How to use the Remote Scanner

Quick Start Directions

The Remote Scanner is much like using a convenience copier. For 99.9% of your scanning/copy needs it will do a great job of sending your hard copy documents to the CopyCenter. For those “difficult” copy needs, just as you would on a convenience copier, you may need to use trial and error to get the best possible scan of your document.

For those documents with gray screens or photos you will need to take special care by adjusting the dpi (dots per inch, adjusting from 300 to 600) which will scan with greater detail, and adjusting the brightness and contrast settings.

It is very difficult to specify an exact settings or process for the scanner in these situations, as every original is different in quality. Trial and error, saving as a PDF for viewing and submitting using the SCPS CopyCenter Print Driver (when printing from your PC), is our recommendation. As you work with the scanner you can develop your own best process.

The settings for page orientation on both the Remote Scanner, and the SCPS CopyCenter Print Driver (when printing from your PC), are displayed on the e-ticket and Remote Copy screen for portrait-oriented documents. If you have a document that is landscape, the settings are OPPOSITE.

As the saying goes, beauty (quality) is in the eye of the beholder. If you have a document that requires a quality print, such as photos or gray shades...you should ALWAYS review your document after scanning or printing via your account manager.

Although we have tried to provide as much guidance as possible, there is always an unusual situation. If you run into a problem, or have a question, call us, we are here to help. The goal is to make sure the transmitted copy is acceptable to you before it is printed.

We are happy to come to your school/department site and train all administrators and staff who might use the scanner system and to lessen the chance of unsatisfactory copies being made.

At anytime, if you have any questions, please feel free to contact the Printing Department.

Please see the following page for detailed instructions.

Remote Scanning Instructions -

1. Enter Number of Copies
2. Enter userid
3. Enter password
4. Give your document a title, if desired
5. Enter binding requirements
6. Enter whether your originals are 1 sided or 2 sided, and how you want your copies printed
7. Enter the date you need your copies back

The screenshot shows the 'IRP Remote Copy DEMO VERSION - Fiery Remote Scan 4.4' application window. The interface is organized into several sections:

- Number of Copies:** A numeric keypad with a display showing '50'.
- Binding:** Radio buttons for 'Uncollated' and 'Collate' (selected). Below are checkboxes for 'Staple Upper Left', 'Staple Long Edge', '1 Staple', and '2 Staples'.
- Scanner -> Printer:** Radio buttons for different scan-to-print options: '1 -> 1', '1 -> 2 Flip Side' (selected), '1 -> 2 Flip Top', '2 -> 2', and '2 -> 1'.
- Paper:** Radio buttons for 'Scanner selects Paper Size', 'Letter 8-1/2 x 11' (selected), and 'Legal 8-1/2 x 14'. Below are 'Tabloid 11 x 17' and 'Paper Type' dropdown menus.
- Account Information:** Text boxes for 'Account ID' (containing 'psyl'), 'Account Password', and 'Document Title' (containing 'Math Test').
- Needed By:** A dropdown menu showing '3 Days' and a 'Scan to Hold Queue' checkbox.
- Notes to Print Shop:** A text box containing 'Thanks!'.
- Other options:** 'Use Scanner Interface' and 'Multiple Sets' checkboxes.
- Buttons:** A large 'COPY' button.
- Status:** A box at the bottom left showing 'Status: No Job.'.

8. Enter the size of the original to be scanner
9. Click on Paper Type and select 3 hole if desired
10. Click on Paper color and select color of paper
11. Enter any notes to copy operator....these notes do not currently print on the print ticket do not enter instructions that you are capable to program, we will not change your copy ticket
12. Click on Copy
scanner will scan your documents, automatically send them to the CopyCenter, and give you a job number for tracking purposes

Frequently Asked Questions

I made a mistake and sent a job to print that I want to cancel. How do I delete that job?

You can delete a job that has been sent by accessing your account manager. You can access your account manager by opening the CopyCenter web page and clicking on Manage Existing Account. Log in, you will see any pending jobs in the next window. Put a check in the box next to your job, and select delete. If you don't see your job, click on the Archive folder. If it's in the archive folder, it's too late, the job has printed.

My copies came back and the image was 1/4th the size I wanted. Why?

All printers are not created equal. You probably have a printer set as your default printer that prints at 300 dpi. DPI is dots per inch. Remote Copy expects a 600 dpi image. Set your default printer to the SCPS CopyCenter, and your page will print correctly. This is a problem with the cheap ink jet printers installed in some of the classrooms, and Microsoft Excel.

I sent a job and got 10 times the number of copies I requested.

When you selected File, Print, you entered the number of copies into the first print window.

Always enter the copy quantity **ONLY** into the Electronic Ticket, never the first print window.

My job would not print; I get an error message when I try to print.

If you are printing from a disk or cd, it is probably because your are trying to print an Acrobat file which has been specifically locked to prevent printing.

If the author has locked the file, there is nothing you can do to print your document.

My job came back printed up side down.

This can be very confusing. The e-ticket is set up for portrait printing.

Head to Head is when the top of each page is the same on both sides.
Head to Foot is when the backside prints with the top opposite the front side.

If your document is 11” in length on your screen, it is portrait.
If your document is 8.5” in length on your screen, it is landscape.
The e-ticket tells you if your document is being sent portrait or landscape.

If you want your document to print head to head, so the top of the page is the same on both sides, select flip side.

If your document is landscape, 8.5” in length on your screen, and you want Head to Head, the settings on the e-ticket are opposite than the portrait setting.

If sending a landscape document, make sure you also select the landscape staple, if desired.

I scanned my originals on my school scanner and all my copies came back blank.

Most likely you put your originals in the scanner upside down. Always place originals in the document handler face up. This applies to the Ricoh scanner that the Printing Department is providing, with Remote Copy software. If you are using a different brand scanner in your school check the directions on top of your scanner.

I put in the notes to print on a particular paper, such as 3-hole or color paper, and the operator did not follow instructions.

You are able to program all options from your pc or the scanner that are available on the paper ticket. We do not change your programming options. Nor can we make changes to the images you send.

I sent my job, and the punched holes are on the wrong side of the paper.

This is an operator error. Please return all copies, the printed work order, and a note, and we will reprint your job, or provide a credit to your school.

My copies were printed incorrectly and I want them either redone, or a credit.

If the error was our fault we will either reprint your request, or provide a credit to your school. However, if you programmed the request and your job was printed per your programming, we most likely are not responsible for the error.

If the error was not the CopyCenter fault, we cannot provide a credit. You have the capability to view your document after sending it to the CopyCenter. Open your account manager and click on the jobs title, and a pdf view of your document will display on your screen. You can see your documents if you used a pc or a scanner to send your request. You also have the capability to delete your request in your account manager.

Why don't my notes print on the work order?

The notes now print, but only the first 80 characters. Please keep your notes short.

How can I send work from my Mac?

You can upload pdf files from your Mac to Remote Copy. From home using Internet Explorer type <http://www.scps.info/uploads/>

From your school type copycenter/uploads/

The directions are provided there.

I can't get to the CopyCenter web page from home.

Using Internet Explorer go to the SCPS home page, click on Departments, click on Information Services, click on Printing Department.

This will bring up the CopyCenter web page to download the print driver, or manage your account.

Do I need a separate account to print from home?

No, you only need 1 account to print to the CopyCenter. If the print driver is installed on a pc, any pc, you can print to the CopyCenter using your personal userid and password. **DO NOT CREATE MULTIPLE ACCOUNTS!**

I forgot, my userid or password.

Each school has an Account Manager. Usually that is the bookkeeper. In some cases it is the Principal or Assistant Principal. Who ever the School Account Manager is, they can reset your password.

When can I expect to receive my copies?

During the months of August and September you can expect it to take 5 working days to receive your copies if sent via the paper copy request.

If sent via Remote Copy, you can expect a quicker response. We do try to prioritize work by the Need By date. However if every request comes in Needed by Tomorrow, then we have no system to prioritize.

Best advice I can offer is to be honest in your need by date, and we will make every attempt to meet your needs.

How are these copies tracked and billed?

All electronic copies are automatically tracked and billed to the school you indicated when you created your account. If you change schools you must notify the Printing Department so we can change your account to your new school.

Copies sent electronically are also tracked by teacher, and your school account manager can view your copy totals.

Copies sent via the paper copy request are tracked by school only.

Why send your requests electronically rather than with the paper copy request?

There are several reasons to send your work electronically.

Most importantly, your school saves money when you use the electronic system. That's because we don't have to program your request, which saves labor dollars.

There are no errors since you programmed your own request.

The copy quality is greatly increased. Copies of copies will decrease in quality. Printing from your pc to the CopyCenter produces an original print. The copies are laser prints, just like what you would print from your desktop laser printer. The quality of the document you send, either by e-ticket or Remote Scan, is the sender's responsibility.

You can track your work. Check your account manager, if your job is not showing in the first window, check the archive, if listed there it will tell you the date and time printed.

You can change the number of copies in your Account Manager if not yet printed.

You can save your work for printing next year. Once printed you have 5 days to save your work into a personal folder for reprinting at a later time.

SPECIAL NOTE:

For those schools using work flow, you will not be able to see your document in your Account Manager, until your School Account Manager releases your request for copying.