
Art+Design Digital Printing - Procedures, Policies and Guidelines

School of Art+Design provides educational resources consisting of laboratories, classrooms, presentation rooms, studios and equipment. Computer laboratories are 308, 312, 336A, 336B and 336E. 336D has unreserved computers, scanners and special workstations. The 336 main entrance area has inkjet and laser printers and unreserved computers. 336C is the Advanced Inkjet Laboratory.

Entering Computer Laboratories and Using Art+Design Printers

YOU MUST HAVE A VALID COMPUTER FACILITIES SEMESTER PASS TO ENTER THE COMPUTER LABORATORIES OR TO USE ANY PRINTER.

You must abide by these policies and the *Art+Design Computing - Procedures, Policies and Guidelines* - go to the School's website for details.

You must always have your *i-Card* with you in the labs (when you leave, you'll need it to get back in)- assistants may ask to see your *i-Card* any time you are in the laboratories.

YOU MAY NOT USE ANOTHER PERSON'S ACCOUNT AND YOU CANNOT AUTHORIZE ANYONE TO USE YOUR *i-Card*, LOGIN AND PASSWORD OR ACCOUNT.

You must re-establish computer lab access each semester to use any printer.

Charged print requests accrue in your personal account and then are normally billed each week. Your university account will be charged for the prints you make.

You must login and release ALL print job requests before they move forward. You can check on your print history by logging on to the Art+Design website.

When you have printed \$250 worth of output between billings, you will receive an alert. You must talk to staff in 314, if you need to print more than \$500 worth between billings.

As a starting point to learn best practices for successful Art+Design digital printing, refer to the sheets behind the HelpDesk:

Art+Design Printing: Guidelines & Information and Known Error Conditions; How to Inkjet Print from Adobe Acrobat; How to Inkjet Print from Adobe Photoshop.

There are also signs and other sheets located in the computer labs to help you better navigate the School's printing environment.

Consult with your instructor or a lab assistant for guidance about the best practices and procedures for working in Art+Design's digital printing environment.

Users should never attempt to move, add, repair or borrow equipment, change cabling or alter any A+D configurations, workstation or printer setup.

Do not touch any buttons or controls on marked printers, you could accidentally change important settings that could be detrimental to everyone's subsequent use.

The School of Art+Design does not allow manual feeds on all printers. Printers that allow manual feeds (or not) are clearly marked with signs or labels.

DO NOT ATTEMPT TO FEED MATERIALS THAT ARE NOT INTENDED FOR A PRINTER - media must be clearly marked - feeding inappropriate media may cause damage!

Always consult with the HelpDesk assistant regarding which materials are safe to feed through the printers where manual feeds are allowed.

Never open paper cassettes or attempt to feed your media from any sheet feed or lower paper trays on any lab laser printer or inkjets not intended for manual feeds.

Room 336C is the Advanced Inkjet Lab and has printers where you can feed approved materials you have purchased that are made specifically for inkjet printing.

All printers in 336C Advanced Inkjet Lab REQUIRE INKJET-APPROVED MEDIA. Printer damage can result when non-approved materials are used.

You will be responsible for any damages caused by inappropriate use of printers and broken equipment is a loss of resources for everyone.

The School of Art+Design cannot be held responsible for lost time or the unavailability of malfunctioning equipment (computers, servers, printers, peripherals, etc.).

Users should save (uncut) all print output believed to be in error or to be returned to room 314 for possible credit. Adjustments will be at the discretion of the Art+Design staff.

Credit can be issued for output that does not print within 72 hours and for printer-caused physical damage, but you must consult with staff in room 314

(examples eligible for credit: no print appears within 72 hours; clogged ink cartridges; tears, paper imperfections, incomplete due to end of roll).

However, print problems caused by temporary printing environment failure, incorrect software use or user errors are not eligible for credit

(examples NOT eligible for credit: prints within 72 hours, print damaged after output, wrong profile used, doesn't look like screen, improperly specified software-induced problems).

Due to administrative and printing system constraints, requests for possible credit must be made in person at room 314 within fourteen days of the incident.

Inkjet credit: if you are planning to surrender output for possible credit, do NOT remove the original "EFI Print" information text that accompanies each inkjet print.

Inkjet prints with *EFI Print* information cut off or re-attached will not be eligible for credit. You must bring an incomplete print due to end of roll to room 314 for credit.

Output from 336C Advanced Inkjet Laboratory and manual feeds are not eligible for credit or reimbursement (clogged nozzle prints from 336C are NOT eligible for credit).

Lab assistants cannot issue credit and are not allowed to accept your prints for potential credit. You must bring your prints to room 314 for consultation and possible credit.

If you believe you have been incorrectly charged for a print job or are having trouble printing, you should immediately consult with a lab assistant.

Tell the lab assistant or your instructor about any suspected equipment or system problems - this is the best way to keep the laboratories operating smoothly for everyone.

Lab personnel will answer your technical questions to the best of his or her ability or may refer you to your instructor, a staff member or other informational resources, but

the School of Art+Design, staff and assistants cannot be held responsible for the consequences or the outcome of suggested solutions to questions or problems.

You can use the online Art+Design Forums to report problems and to submit feedback <www.s.art.uiuc.edu/labs/forum/>

Failure to comply with any policy may result in the loss of your privileges