

Texas A&M – San Antonio Mobile Print FAQ Guide

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Q1. How will Mobile Print capability help me?

- A. Have you ever needed to print a homework assignment or an important briefing, but you are not near a campus computer? If you have a copy of that assignment on your personal computer, mobile device, or tablet, can access your university email and Student/Staff WiFi, then you are in luck! This guide will help you print documents and emails from any personal device. Once processed, your document will be ready for you to swipe, print, and pickup so that you are not late to class or to that important meeting.

Q2. How do I start using Mobile Print?

- A. Texas A&M–San Antonio Mobile Printing does not require print drivers or any applications to be downloaded. All you need is the ability to send e-mail from your university account and connect to the TAMUSA Student or Staff WIFI. Print jobs can be easily sent from all versions and flavors of Windows®, Mac, and Linux. It's that simple. If you have a document that you need to print, simply attach it to the email and send to pawprint@tamusa.edu.

Q3. What types of documents can I print?

- A. Most documents that you use will be available to print by using Mobile Print. Document types that are accepted include:
- Adobe Acrobat Files (PDF)
 - Microsoft Office Files (Word, Excel, PowerPoint, Visio)
 - Images (JPG, PNG, BMP, TIF)
 - Text Documents (TXT, CFG)

Q4. How will I know that my document is ready to be picked up at a printer?

- A. After you send an email to pawprint@tamusa.edu, you will be notified when your print job has been received. Once you click on the confirmation link, your documents will be ready to pick up and print. You will also receive a notification email if a job cannot be printed due to an unsupported file format or any other issue. This immediate feedback gives you an opportunity to resubmit if needed before picking up your printout.

Q5. I receive an error message when clicking the confirmation link. What do I do?

- A. If you are receiving an error message when clicking on the link to confirm your print job, double check to make sure your device is connected to the TAMUSA Staff or Student WIFI. The link will **NOT** open/work when your device is connected to the TAMUSA Guest WIFI or any other WIFI or mobile networks. After you connect to either Staff or Student WIFI, resend your print job.

Q6. Will I be charged differently for printing from Mobile Print?

- A. Charges for printing are the same as if you printed using any other method. Details of the current charges for printing can be found on our [printing and copying webpage](#).

Q7. If I send to Mobile Print but don't retrieve it, will I be charged?

- A. Charging occurs only at the time the document is printed. You can also delete the print job at the printer, or it will be automatically deleted after 24-96 hours.

Q8. How long does the document stay in Mobile Print?

- A. Printing using Mobile Print works the same as printing via any other method. Your print will be waiting for you at a printer until it is printed or deleted. Your documents will stay in PawPrint for 24-96 hours.

Q9. Can I print from anywhere, even off campus?

- A. As long as you have a mobile device and can send email from your university assigned email account then you can use mobile print from anywhere. You will need to wait to click on the confirmation link when you

get to campus and connect to the TAMUSA Staff or Student WIFI. To pick up your printout, you will need to be on campus and using one of the many printers available to you.

Q10. Can I print from other email accounts (Gmail, Yahoo, etc.)?

- A. Today, you can only use Mobile Print mail from your university assigned account. In doing so, we know who you are and can validate that you are a valid University student or employee.

HOW TO GET ADDITIONAL HELP

If you still have questions, please contact the ITS Helpdesk at 210-784-4357 (HELP) or by submitting a service request at tamusa.edu/its

DOCUMENT HISTORY

Version	Date	Revision history or Review (Author)
1.0	August 25, 2016	Initial Release (Shawn S.)
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