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myPrint introduction

Ricoh myPrint enables you to print from a PC, laptop, smartphone or tablet on printers within a myPrint environment. In this help document you will find answers to frequently asked questions about myPrint. With the table of contents you can easily search for a subject. If necessary consult your local helpdesk or administrator for specific details about your myPrint environment.

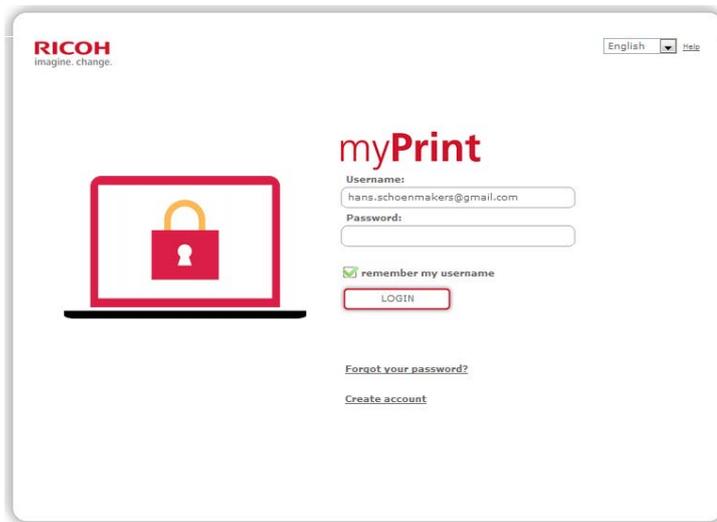
We hope you enjoy working with myPrint from any location on every device.

Notes

- ☛ *myPrint functionality is also available as app (Apple IOS and Android). They are freely available from the iTunes App store (Apple IOS) and Google Play store (Android).*
- ☛ *Due to the actual configuration of myPrint, the content and look and feel of myPrint may differ from the one in this help document.*
- ☛ Some features discussed in this manual only apply when myPrint is configured with a 'payment workflow'. They are marked with a € sign.
- ☛ Options that depend on the Follow-You system (the system that lets you collect your prints at a printer of your choice) are marked with the 📄 sign.

myPrint website

In order to upload print jobs (WebPrint) or execute administrative tasks, you will need to log-in on the myPrint website. This requires a myPrint account.



At logging in, three situations can occur:

1. myPrint is linked to your organisation.
(You can recognise it often by the missing link 'Create account')

You can log in with your organisation's Windows username and password and use myPrint directly.

2. myPrint is **not** linked to your organisation.

You first need to create an account with an email address, via the link 'Create account' at the bottom of the login screen.

3. You are a guest.

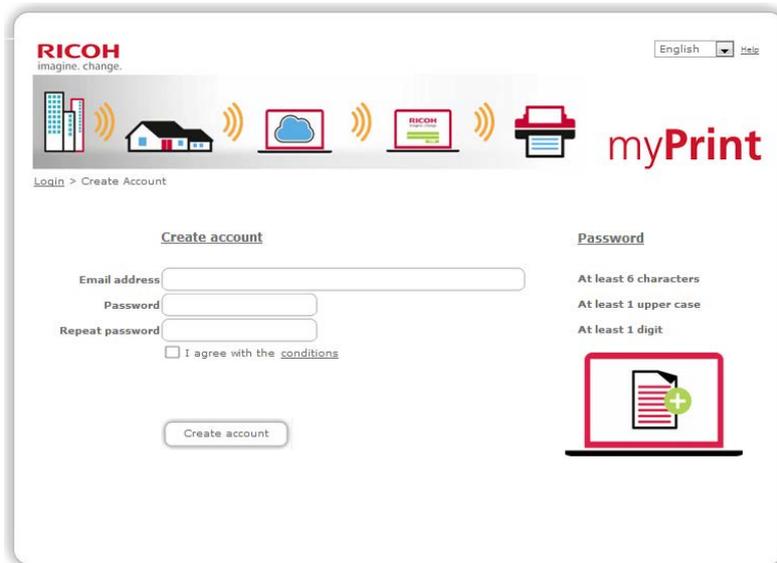
You first need to create an account with an email address, via the link 'Create account' at the bottom of the login screen.

Remark : In some myPrint environments an account can be created automatically by sending an email to the specified myPrint email address. Consult your local myPrint helpdesk or administrator about the possibility to use this feature.

Create account

You can create a myPrint account by using your email address. Use the link 'Create account' at the bottom of the login screen to start this function. The myPrint administrator may have—for security reasons—excluded certain email address domains (e.g. @hotmail.com). If you try to create an account with such email address, myPrint will warn you that this is not allowed.

After you have entered all the details, often you need to agree with the terms and conditions of myPrint. You can view the terms by clicking on the 'Conditions' link. Confirm the creation of the myPrint account by clicking on the 'Create account' button.



The screenshot shows the 'Create Account' page on the myPrint website. At the top left is the RICOH logo with the tagline 'imagine. change.' and a language dropdown set to 'English'. Below the logo is a navigation bar with icons for a building, a house, a cloud, a laptop, and a printer, followed by the 'myPrint' logo. The page title is 'Login > Create Account'. The form is divided into two main sections: 'Create account' and 'Password'. The 'Create account' section includes fields for 'Email address', 'Password', and 'Repeat password', along with a checkbox for 'I agree with the conditions' and a 'Create account' button. The 'Password' section lists requirements: 'At least 6 characters', 'At least 1 upper case', and 'At least 1 digit'. An icon of a laptop with a document and a plus sign is located at the bottom right of the form area.

For security reasons, myPrint sends an 'activation email' to this email address. myPrint will create the account *after* the receiver of this activation email clicked on the activation link in this email.

After activation myPrint will log you in and display your personal page on the myPrint website.

Note

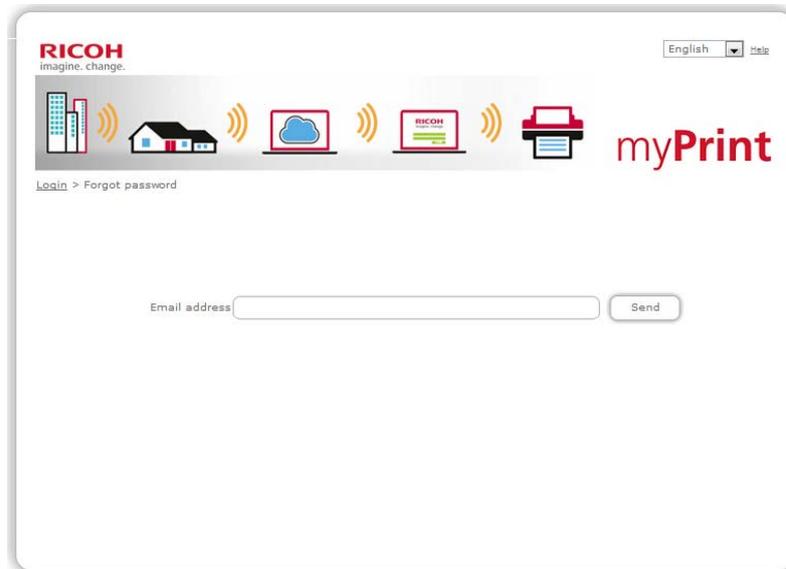
- ✎ *If you try to create an account using your corporate email address, and myPrint is linked to your organisation, you will be notified that your account already exists and that you need to login with your organisation's Windows credentials.*

Forgot your password?

If you forgot your password you can reset it with the 'Forgot password' link on the login screen.

Steps:

- 1 Click on the link 'Forgot password'. The following screen appears:



The screenshot shows the Ricoh myPrint 'Forgot password' page. At the top left is the Ricoh logo with the tagline 'imagine. change.' and a language dropdown menu set to 'English'. Below the logo is a navigation bar with icons for a building, a house, a cloud, a laptop, and a printer, connected by wireless signal icons. The 'myPrint' logo is on the right. Below the navigation bar, the breadcrumb 'Login > Forgot password' is visible. The main content area features a text input field labeled 'Email address' and a 'Send' button.

- 2 Enter your email address and click on 'Send'. myPrint will send you an email with an activation link.
- 3 Open this email and click on the activation link. You will now be able to change your password.

Notes

- The email with the activation link will only be sent to the main email address of the myPrint account; not to the possibly added additional email addresses.
- The activation link is only usable once and for a predefined time span.

Home

This page provides access to several generic features and administrative tasks of myPrint.



The page contains the following information and features:

- 1 Shows the name of your myPrint account.
- 2 Shows your myPrint credit. €
- 3 Indicates currently selected language. You can change it to another one.
- 4 Navigates you to the profile page that contains your personal myPrint settings.
- 5 Navigates you to the myPrint Home page.
- 6 Navigates you to the document that contains the terms and conditions of myPrint.
- 7 Logs you off from myPrint.
Note that the system will automatically log you off after 15 minutes of inactivity.
- 8 Opens the myPrint help document.
- 9 "Crumble path". It allows you to easily navigate between myPrint pages.

Printing using upload (WebPrint)

The 'WebPrint' feature on the myPrint Home page allows you to print a document by uploading it to myPrint.

Steps:

- 1 Log in on the myPrint website.
- 2 Select the document by clicking the 'Browse' button, choose the appropriate print settings and click 'Print'.



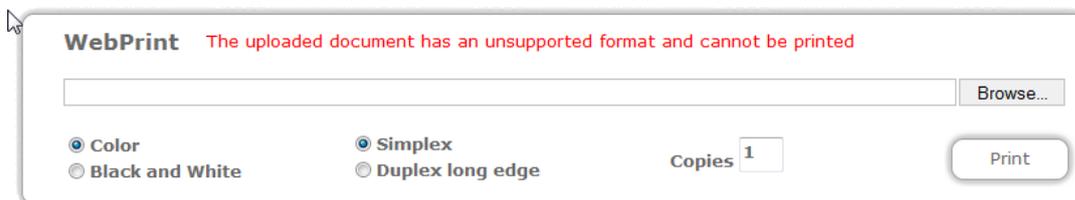
The screenshot shows the 'WebPrint' interface with the title 'Select a file to print'. It features a file input field with a 'Browse...' button. Below the input field are radio button options for 'Color' (selected) and 'Black and White'. To the right, there are radio button options for 'Simplex' and 'Duplex' (selected). A 'Copies' field is set to '1', and a 'Print' button is visible on the right side.

When the file is successfully uploaded you receive a notification that your document is ready to be printed: "Your document is ready to be printed".

- 3 Log in on a printer that supports myPrint. You can do that with your badge, your Windows credentials, or the User-ID that you have received via email at creation of your myPrint account.
- 4 The printer shows your print job. You can select and print it. 

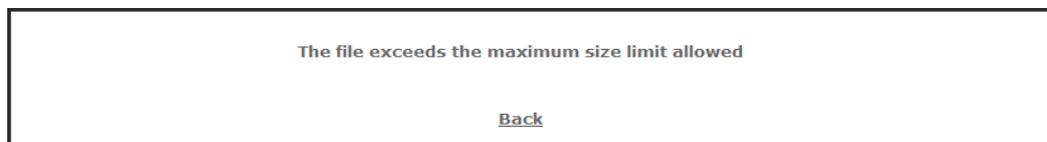
Notes

- Printing requires that you have a sufficient print credit. 
- myPrint supports many document types. If you nevertheless try to upload an unsupported type, myPrint displays following error message:



The screenshot shows the 'WebPrint' interface with a red error message: 'The uploaded document has an unsupported format and cannot be printed'. The interface includes a file input field with a 'Browse...' button, radio button options for 'Color' (selected) and 'Black and White', radio button options for 'Simplex' (selected) and 'Duplex long edge', a 'Copies' field set to '1', and a 'Print' button.

- When a file exceeds a maximum upload size, myPrint displays the following error message:



The screenshot shows a rectangular error message box with a black border. The text inside reads: 'The file exceeds the maximum size limit allowed'. Below the text is a 'Back' button.

Printing using email (EmailPrint)

The 'Email Print' function allows you to print documents by emailing them to myPrint.

Steps:

- 1 Create an email and attach the document(s) that you want to print.
- 2 Send it to the preconfigured myPrint email address of your organisation. myPrint will send it to the printer.
- 3 Log in on a printer and collect your prints, following the same steps as described for Web print.

Notes

- ☛ Consult the myPrint flyer of your organisation or the local helpdesk for the myPrint email address.
- ☛ On the printer you can recognise the email by the word '[Email]' followed by the subject of the mail.
- ☛ On the printer you can recognise the attachments in the email by their file names.
- ☛ If you don't want to print the email body you can just delete it at the printer; the attachments are independent print jobs that may be printed individually.
- ☛ Be careful not to exceed the maximum size of an email that is set by many email providers when using large attachments.
- ☛ In some myPrint environments printing of the email itself is switched off. Only attachments will be printed.
- ☛ Print jobs are stored for a predefined time for printing (managed by the administrator). When this time expires, the jobs are deleted.

Printing using Right Mouse Click (Sent To myPrint)

This function allows you to print documents by selecting them in Windows Explorer and use the Right mouse click function. (Send To > Send to myPrint)

For more information see the explanation 'Send To myPrint' on the 'myProfile' page after pressing the button 'Install Send To myPrint'.

Printing using the driver

On a Windows® PC you can directly print from any Windows application to myPrint. This requires however that you have installed the 'myPrint' printer. In situations where this function is allowed, dependant of the myPrint configuration, one of the below possibilities will be available to install this printer.

1. On the home page a 'Install Printer' button is available for automatic installation.
2. On the home page a 'Download printer driver' button is available for

Installation using the 'Install Printer' button

Steps:

- 1 Log in on the myPrint website.
- 2 Click on the '*Install printer*' button. Windows will request you to confirm whether you would like to add a web printer connection:

Click on 'Yes'.

- 3 Windows asks for your confirmation to open the printer driver:

Click on '*Open*'.

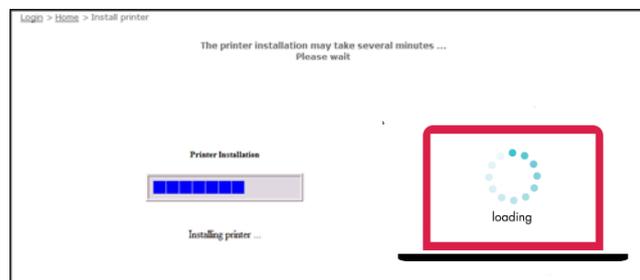
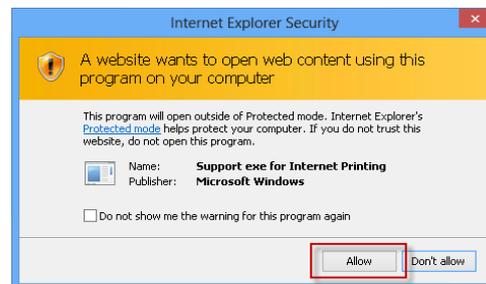
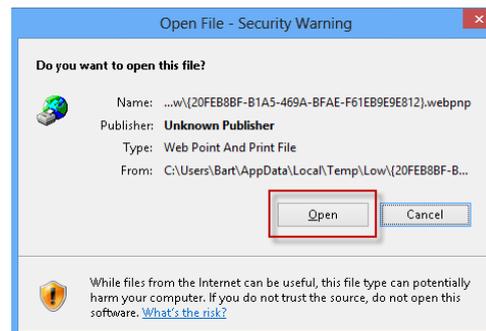
- 4 Internet Explorer may ask your permission to let myPrint open the printer driver:

Click on '*Allow*'.

- 5 The following screen appears:

After some time myPrint informs you that it has installed the printer successfully.

- 6 Do not forget to *activate* your myPrint ID. This necessary step will be explained in the next chapter.



Tip: If you're having trouble installing the printer please read the notes on the next page.

Notes

- ☛ The printer installation **only** works in combination with Internet Explorer.
- ☛ Internet Explorer's security level may not exceed the level 'Medium'.
(Internet Options > Security > Security level > Medium).
- ☛ If you are installing a myPrint printer on a Windows® 8 system, you will need to run Internet Explorer in the 'Desktop mode' and not from the Windows® start screen (UI mode).
You can set Internet Explorer in the 'Desktop mode' by starting it from the start screen of Internet Explorer. Right-click on the key symbol with your mouse at the bottom of the screen. Select 'Show in desktop'.
- ☛ If you are installing a myPrint printer on a Windows® XP system, you may have to install a plug-in for Internet Explorer (OLEprn.Dll) first.
A yellow bar will appear at the top of your browser reminding you of this action. Right click on it with your mouse and allow it to be installed. If you do not do this, you will not be able to install the printer.
- ☛ You should have sufficient privileges with your Windows account on a Windows® system to be able to add a printer.
- ☛ You can install this printer on all your personal computers, so that you can print from those devices as well. We do not recommend installing this printer on a public computer though, because then everyone can print using your account.
- ☛ An additional authorisation step on the printer prevents unauthorised people to print your print jobs and take your documents. If you suspect that people are misusing your account, you can request a new myPrint ID via the myPrint website.

Installation using the 'Download printer driver' button

Steps:

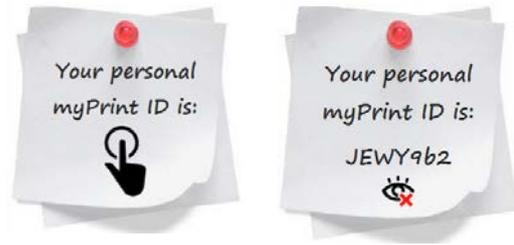
- 1 Click on the  button on the myPrint home page. The system shows you two options: one for a 32-bit systems and another for 64-bit.
- 2 Click on the button that applies to your PC. Look on your PC (Control panel, system settings) if you don't know if your system is 32 or 64 bit.
The chosen package will be downloaded.
- 3 Install the downloaded package.
- 4 Do not forget to activate your myPrint ID. This necessary step will be explained in the next chapter.

Activating your myPrint ID

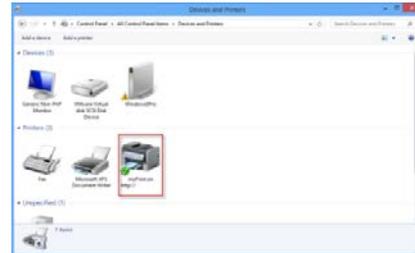
To ensure that your print job arrives at the correct account, you will need to enter your personal myPrint ID once in the printer driver of the installed myPrint printer.

Steps:

- 1 Find your personal myPrint ID on the Post-It on the 'Home' page of the myPrint website. myPrint displays it when you click on it.



- 2 On your Windows PC, open 'Control Panel' and then select 'Devices and Printers'.

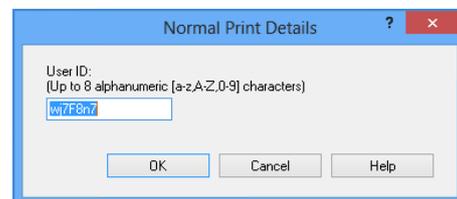


- 3 Right-click with your mouse on the recently installed printer 'myPrint on <http://.....myPrint>' and select 'Printing preferences'. The following screen appears:

Click on 'Details...'.



- 4 Windows opens the following dialog:
Type (or paste) your personal myPrint ID and Click 'OK' twice. You have now activated your myPrint ID and the myPrint printer is ready to be used.



Notes

- 👉 These steps must be carried out, otherwise your print jobs will not arrive at the printer.
- 👉 Remember that you need print credit (in a 'payment workflow') before you can print.

Buying print credit (€)

In order to print, you may need print credit. You can buy credit via myPrint and pay using several payment methods like Maestro, Visa, iDEAL.

Steps:

- 1 Log in on the myPrint website.
- 2 Click on the 'Buy credit' button. €
- 3 myPrint shows three options: €



Click on the desired amount.

- 4 myPrint launches the payment module in order to process the payment via online banking. Please complete this process. After completing this step you will be returned to the myPrint website. €
- 5 If the transaction has completed successfully, you will be able to tell this from your increased credit. €

Notes

- ✚ If the cost of a print job exceeds your credit then the printer will not release the job. The amount of prints that you can make depends on the price per page. Please see the feature [Price list](#) for more information. €
- ✚ You can view the state of your print credit at the top of the page. €
- ✚ The print credit will only be updated on the moment you release a print job on the printer. €
- ✚ The maximum available myPrint credit is € 60. Depending on your current credit, one or more raising options may be disabled. €
- ✚ The transaction screen allows you to monitor all of your payments and its history. If a transaction was not completed properly, you will be able to see this here too. €
- ✚ When your credit drops below a set minimum (you can adjust the threshold), you will receive an email alert. In this way, you will not be taken by surprise when you are standing at the printer and you cannot print due to insufficient print credit. You can adjust the threshold via the feature [Change alerts](#) on the myPrint website. €

Cashing a voucher (€)

Vouchers are coupons with which you can upgrade your printing credit. As such they are an alternative to purchasing printing credit via online banking, that is: if your organisation makes use of this alternative. Ask your local administrator if this applies to you.

Steps:

- 1 Log in on the myPrint website.
- 2 On the 'Home' page click on the button '*Voucher to Cash*' if you want to cash a purchased voucher. €



Organisation

Voucher code

Voucher to cash

Enter the code that is printed on the voucher and click on '*Voucher to cash*'. myPrint raises your credit with the amount of the voucher.

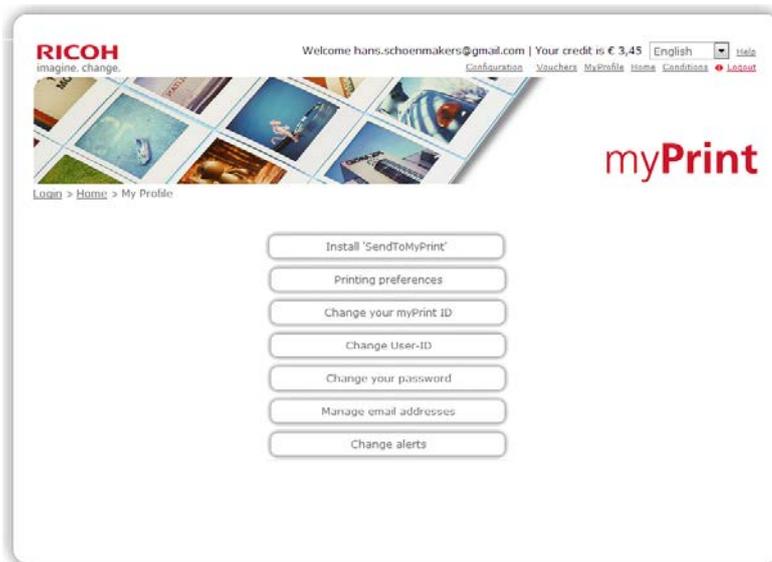
Price list (€)

The price list (available in a payment workflow) contains an overview of the printing costs.

- 1 Click on '*Price list*'. myPrint shows you the price list that applies to your organisation. €

My profile

This page provides access to several personal features and administrative tasks of myPrint.



SendToMyPrint

SendToMyPrint allows you to select documents on your PC via the right mouse button and send them to myPrint. In order to use it you first have to install it on your PC.

Installation of 'SendToMyPrint'

Steps:

- 1 Click on the button to download and install the program, following the instructions.

Note

- When you download the program it is possible that Windows warns you that the program might be dangerous. You can ignore this warning.

Printing preferences

With WebPrint (on the home page) you can choose if you want to print your document in colour or black and white or single-sided (simplex) or double-sided (duplex). To avoid that you need to change this frequently you can choose and save your favourite preferences here. These preferences also are used for the Email Print function.

Changing your myPrint ID

You can change your myPrint ID, for example when you suspect that others are using your account and abusing it.

- 1 Follow the steps in the chapter *Activating your myPrint ID* in order to change your myPrint ID in the driver.

Note

- *After you have changed your myPrint ID, your old myPrint ID is no longer valid. If you attempt to print with the driver that contains your old code, your documents will not be printed.*

Managing email addresses

These days people tend to have multiple devices (desktop, laptop, smartphone, tablet...), and various email addresses. myPrint allows you to link these email addresses to your main myPrint account, enabling you to print for all devices, both mobile and non-mobile.

Steps:

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Manage email addresses'. The following screen will appear:

Login > Home > My Profile > Manage email addresses

You can add your additional email addresses of your mobile devices when you use printing via email

Email address 1: ✓ 🗑️

Email address 2: 🗑️ Waiting for confirmation

Email address 3:

Email address 4:

Email address 5:

- 3 Enter any additional email addresses and click on the 'Save' button. myPrint will verify if you are indeed the owner of these email addresses by sending an email with a confirmation link to each address.

Note: myPrint indicates per email address if it is awaiting confirmation or if it has been confirmed.

- 4 Open the email of myPrint (you find it in the inbox of the entered email addresses) and then click on the confirmation link. myPrint will register this address as an additional email address. You can from now on send print jobs via this email address.

Note: active myPrint email addresses are marked with a ✓ symbol.

Notes

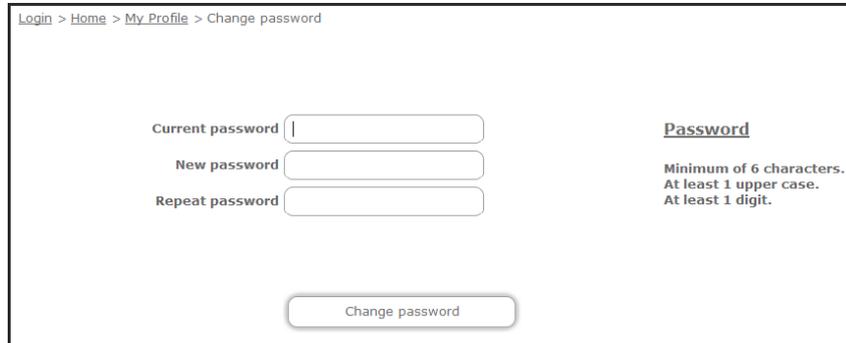
- 👉 As long as activation has not taken place ('Waiting for confirmation') the email address is not associated with your myPrint account. If guest printing is active you can however use it for printing.
- 👉 You can delete an email address by clicking on the recycle bin icon next to the respective email address: 🗑️.

Changing your password

If you want to change your password, you can choose a new password using this feature.

Steps:

- 1 Log in on the myPrint website.
- 2 Go to 'My Profile' and click on 'Change password'. The following screen appears:



Login > Home > My Profile > Change password

Current password

New password

Repeat password

Password
Minimum of 6 characters.
At least 1 upper case.
At least 1 digit.

Change password

- 3 Enter your current password and the new password (twice), and then click on the 'Change password' button.
myPrint will change your password.

Notes

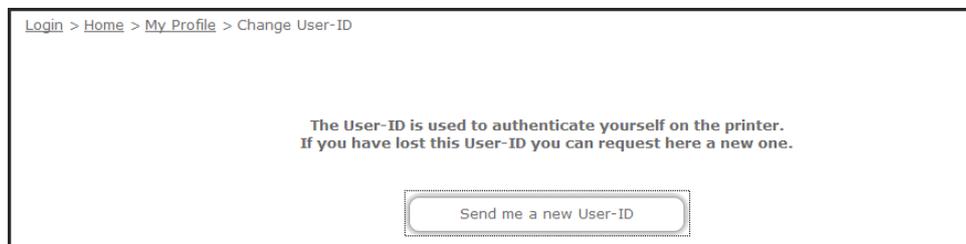
- For security reasons myPrint requires that the password is complex enough (password rules are displayed at the right side of the screen).
- You can't change your password if you are logged in with your Windows credentials.

Changing your User-ID (🖨️)

You must authorise yourself at the printer with your User-ID to be able to print. If you have forgotten your User-ID, you can use this feature to reset your User-ID.

Steps:

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Change User-ID'. The following screen appears:



- 3 Click on the 'Send me a new User-ID' button. myPrint will send a new User-ID to the main email address of your myPrint account.

Notes

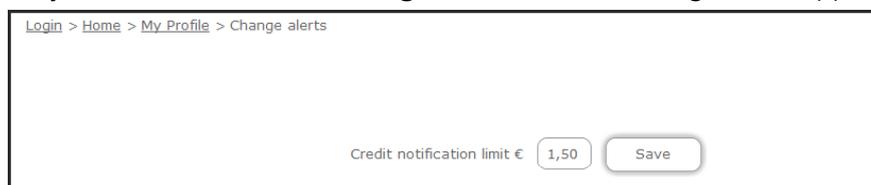
- 👉 Depending on the Follow-You system used, this attribute may be called differently. 🖨️
- 👉 The old User-ID will become invalid after the change.
- 👉 If you have accidentally requested a new User-ID whilst using a badge, you will experience that your badge no longer works. You can restore this by logging in with your new User-ID and then register your badge again by holding it in front of the card reader. 🖨️

Changing alerts (€)

This page contains all your alerts, like changes to your print credit threshold. You will be notified by email when you have reached the threshold set for your myPrint debit. This way you will not get the unpleasant surprise of not being able to collect your document at the printer due to insufficient print credit.

Steps:

- 1 Log in on the myPrint website.
- 2 Choose 'My Profile' and click on 'Change alerts'. The following screen appears: €



- 3 Choose the desired minimum and click 'Save' to save the change. €

Note

- 👉 If you do not wish to receive any alerts about depletion of your print credit, you can set the limit to € 0.00. €

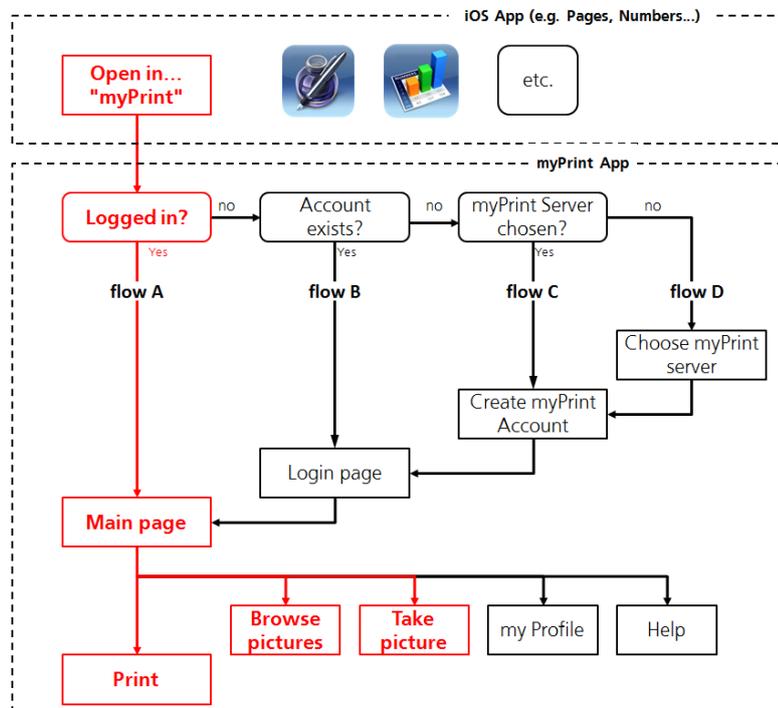
iOS app

Often used functionality of myPrint is also available through the myPrint app, which exist as Android and Apple iOS variant. They are available in the Appstore (Apple iOS) and Google Play (Android), on smartphone and tablet. This section describes the iOS variant.

Printing workflow

The red path in the diagram shows the basic flow of a user, logged-in on myPrint, who prints a document from an iPhone/iPad app or uses the 'Browse pictures' or 'take pictures' from within the myPrint app.

Other paths are indicated in black.



- 1 Open iOS app Pages, Numbers, Keynote, etc.
- 2 Activate the "Open In" function and choose "myPrint". myPrint will send it to the printer where you can collect it.
Note: activating depends on the app from which you start myPrint. Moreover, iPhone and iPad do not behave the same.
- 3 Four situations are possible:
 1. **Flow A:** If you are already logged in on myPrint you can now print the document.
 2. **Flow B:** If you are not logged in you should login first.
 3. **Flow C:** If you don't have an myPrint account yet you should create one.
 4. **Flow D:** If no myPrint server was chosen you should choose one.

Choosing the myPrint server

It is required that the app is connected with a myPrint server. Initially you must set the HTTP address of this server. If you don't know this address you should ask your helpdesk or administrator. It is possible that it is published as QR code. In this case you can enter it by using the QR-code scanner app by selecting the QR-code button.

Creating a myPrint account

In order to maintain your personal data (like printing credit, linked email addresses) you need a myPrint account. You can request one, providing your email address and a password. myPrint will send you a confirmation link (to authenticate the requestor) that you have to click to confirm your request. Once you own a myPrint account you can use it in both the App as the Website of myPrint to login.

Logging in

In order to use the app you need to be logged in with your myPrint account. Enter your email address and password or organisation credentials. Should you have forgotten your password then you can request another one —unless your user credentials are managed by your organisation.

Printing using the app

Select a file



With this function you can select pictures (from your photo library, or taken with the camera). Take a picture and press the "print" button or select one from the photo library and print it.

Printing pictures



With this function you can print pictures (Taken with the camera). Take a picture and press the "print" button or select one from the photo library and print it.

My Profile



On the user profile page you can see your actual credits, set the user's language, request to change your password, manage your email addresses and cash vouchers.

Buying print credit (€)

In order to print, you may need printing credit. You can buy credit via myPrint and pay with iDEAL.

Steps:

- 1 Choose 'My Profile' , click on the 'Purchase credits' button and log in to the myPrint website. €
- 2 Click on the 'Buy credit' button.
- 3 myPrint shows three options: €
  
- 4 Click on the desired amount. €
- 5 myPrint will launch the payment module in order to process the payment via online banking. Please complete this process. €
- 6 When the transaction has completed you will be able to tell this from your increased balance. €

Notes

- ☛ If your organisation uses vouchers, you may be able to use them as alternative to buying credit (see section [Cashing a voucher](#)).
- ☛ If you do not have sufficient print credit for the respective job, myPrint will not release it. The amount of prints that you can make depends on the price per page. Please see the feature [Price list](#) on the myPrint website for more information.
- ☛ The print credit is debited when you release a print job on the printer.
- ☛ The maximum available myPrint credit is € 60. This means that, depending on your current credit, one or more credit upgrade options may be disabled.
- ☛ If your credit drops below a certain minimum (you can adjust the threshold), you will receive an email alert. In this way you will not be taken by surprise when you are standing at the printer and you cannot print due to insufficient print credit. You can adjust the threshold via the feature [Change alerts](#) on the myPrint website.

Managing email addresses

These days people tend to have multiple devices (desktop, laptop, smartphone, tablet...), and various email addresses. myPrint allows you to link these email addresses to your myPrint account, enabling you to print for all devices, both mobile and non-mobile.

Steps:

- 1 Choose 'My Profile'  and proceed to the 'Manage email addresses' section.
- 2 Enter any additional email addresses and click on the 'Save' button. myPrint will verify if you are indeed the owner of these email addresses by sending an email with a confirmation link to each address.
- 3 Open the confirmation emails (in the mailbox of each entered email address), send by myPrint.

Click on the confirmation link, thus authenticating the email addresses.

You can now send print jobs via these email addresses.

Note: myPrint indicates per email address if it is confirmed or not. When it is confirmed you can recognise this by the symbol . A clock  indicates that it is waiting for confirmation.

Notes

-  *As long as activation has not taken place ('Waiting for confirmation'), the email address cannot be used yet for printing.*
-  *You can remove an email address by clicking on the recycle bin icon  next to the email address.*

Cashing a voucher (€)

Vouchers are coupons with which you can upgrade your printing credit. As such they are an alternative to purchasing printing credit via online banking, that is: if your organisation makes use of this alternative. Ask your local administrator if this is the case.

Steps:

- 1 Choose 'My Profile'  and 'Voucher to cash'.
- 2 Enter the unique 'Voucher Code' and click 'Send'. myPrint will now upgrade your printing credit with the amount, mentioned on the voucher.

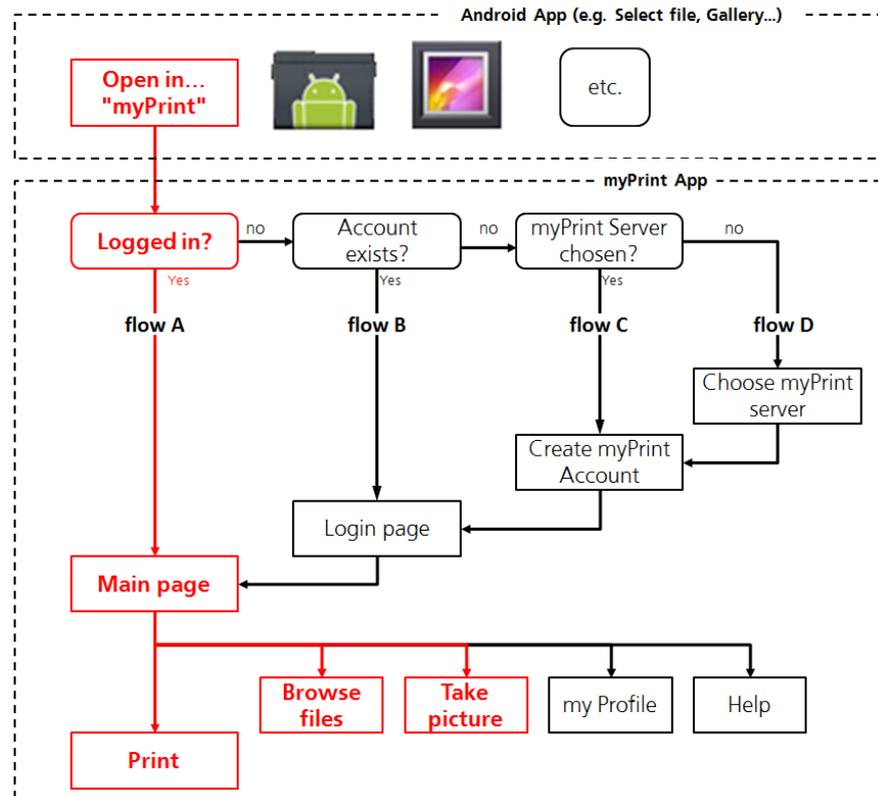
Android app

This section describes the Android app, available in the Google Play store.

Printing workflow

The red path in the diagram shows the basic flow of a user, logged-in on myPrint, who prints a document from an Android app or uses the 'Browse files' or 'Take picture' within the myPrint app.

Other paths are indicated in black.



1. Open a document in an Android app, for example with "Select file" or "Gallery", etc.
2. Activate within the Android app the "Open In" function and choose "myPrint". myPrint will send it to the printer where you can collect it. Note: activating depends on the app from which you start myPrint.
3. Four situations are possible:
 1. **Flow A:** If you are already logged in on myPrint you can now print the document.
 2. **Flow B:** If you are not logged in you should login first.
 3. **Flow C:** If you don't have an myPrint account yet you should create one.
 4. **Flow D:** If no myPrint server was chosen you should choose one.

Choosing the myPrint server

It is required that the app is connected with the myPrint server. Initially you must set the address of this server. If you don't know this address you should ask your helpdesk or administrator. It is possible that it is published as QR code. In this case you can press the 'scan QR code' button and use your QR code App to scan the address.

(eq. with QR Droid  or Barcode Scanner .

Creating a myPrint account

In order to maintain your personal data (like printing credit, linked email addresses) you need a myPrint account. You can request one, providing your email address and a password. myPrint will send you a confirmation link (to authenticate the requestor) that you have to click to confirm your request. Once you own a myPrint account you can use it in both the App as the Website of myPrint to login.

Logging in

In order to use the app you need to be logged in on your myPrint account. Enter your email address and password or organisation credentials. Should you have forgotten your password then you can request another one —unless your user credentials are managed by your organisation.

Printing using the app

Select a file



With this function you can select a file using an file explorer app of Android. After selecting a file it will be shown on the paper in the myPrint App. Depending on the file type it will be previewed or only shown as Logo. Press the "Print" button to print it.

Taking pictures



With this function you can take pictures and print them. This button will open your camera software on your Android device. Take a picture with your camera and press 'ready' or 'Save'. The preview of your photo will be shown on paper in the myPrint printer. Pressing the "print" button will send the print to myPrint.

My Profile



On the user profile page you can set the user's language, request to change your password, manage your email addresses an

Buying print credit (€)

In order to print, you may need printing credit. You can buy credit via myPrint and pay with iDEAL or Credit card.

Steps:

1 Choose 'My Profile' , click on the 'Purchase credits' button and log in to the myPrint website. €

2 Click on the 'Buy credit' button.

3 myPrint shows three options: €

€10

€20

€30

Click on the desired amount.

4 myPrint will launch the payment module in order to process the payment via online banking. Please complete this process. €

5 When the transaction has completed you will be able to tell this from your increased balance. €

Notes

- ☛ If your organisation uses vouchers, you may be able to use them as alternative to buying credit (see section [Cashing a voucher](#)).
- ☛ If you do not have sufficient print credit for the respective job, myPrint will not release it. The amount of prints that you can make depends on the price per page. Please see the feature [Price list](#) on the myPrint website for more information.
- ☛ The print credit is debited when you release a print job on the printer.
- ☛ The maximum available myPrint credit is € 60. This means that, depending on your current credit, one or more credit upgrade options may be disabled.
- ☛ When your credit drops below a certain minimum (you can adjust the threshold), you will receive an email alert. In this way you will not be taken by surprise when you are standing at the printer and you cannot print due to insufficient print credit. You can adjust the threshold via the feature [Change alerts](#) on the myPrint website.

Managing email addresses

These days people tend to have multiple devices (desktop, laptop, smartphone, tablet...), and various email addresses. myPrint allows you to link these email addresses to your myPrint account, enabling you to print for all devices, both mobile and non-mobile.

Steps:

- 1 Choose 'My Profile'  and proceed to the 'Manage email addresses' section.
- 2 Enter any additional email addresses and click on the 'Save' button. myPrint will verify if you are indeed the owner of these email addresses by sending an email with a confirmation link to each address.
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