Kettering University GoPrint Frequently Asked Questions

What is GoPrint?
A: GoPrint is a print release product designed for higher education, libraries and computer centers, to help eliminate waste, recover costs and handle printing for user owned computers.

How do I register for GoPrint?
A: No registration necessary. When print is submitted on a Lab computer or thin client, just log into the GoPrint Web Client from the icon on your desktop, (https://goprint.kettering.edu) to see your print job in the queue, select the print job, and click Pay and Print.

What password do I use to log into GoPrint Web Client?
A: Use your Kettering username and password.

How long are print jobs kept?
A: Print jobs left in a user’s print queue will be disposed of after two (2) hours.

How much do print jobs cost?
A: Color print jobs are $0.20 a page. If color pages are printed on both sides, it is $0.20 for each printed side

Is there a limit on how many pages I can print?
A: The limit is set to 100 pages on print jobs. Print jobs over this size will be deleted.

Why am I being charged for printing?
A: Printing volume and costs continue to climb exponentially. Rising costs of supplies, and extreme waste, necessitate a minimal printing charge to reduce waste and promote our green initiative.

How do I add money to my Pay To Print account?
A: Click the “Click here to add funds” link on the GoPrint Web Client web page to be taken to Kettering Printing eAccounts (https://PayToPrint.kettering.edu), where you can use your credit card to put money in your “Pay To Print” account.

I just added money to my account. Where is it?
A: On the Goprint Web Client web page, Click the Next Purse button in the Account Summary box.

Can I get an account balance refund?
A: Any money placed in your Pay To Print account will remain there for your use as long as you are an active student. No Pay To Print account balance refunds can be issued at any time.

How do I request a credit for a bad print out?
A: Requests may be made for bad pages that are printed due to toner problems, printer jams, etc. Print Credit Requests need to be turned in the same/nearest business day to the helpdesk during business hours, with the info on user name the print job was for, the print queue name where the problem occurred, and the date and time job was printed. The request will be reviewed within 3 business days. If it is determined a credit is owed, then it will be applied to your printing account as the same number of free print pages. You will get an email concerning the decision.

If you are having problems printing, please contact the Helpdesk at helpdesk@kettering.edu or 810-237-8324, 8am – 7pm Monday – Friday, 2-335AB.