



Electronic Payment For Printing FAQ

1. What do I need in order to use this service?

You will need:

- Access to a University of Salford networked PC
- A valid University of Salford network username and password
- Browser access to <https://PrinterCredits.salford.ac.uk>
- A valid Credit/Debit card (e.g. Switch/Visa/Delta/Maestro/Solo).

Most types of Maestro cards are accepted, but not International Maestro.

Older types of Switch card are not accepted.

Any card registered at an overseas address will not be accepted.

2. Where can I credit my printing account from?

This service is only available from University of Salford campus networked PCs.

3. How immediate is the credit?

In most cases your Printing credit will be almost immediate. However, at times of high network usage your transaction may take up to 20 minutes. In the event of a query you should allow 20 minutes before contacting a library Enquiry Desk.

4. How will I know if my transaction was successful?

You will receive on-screen confirmation and a confirmation email to your University of Salford email address, which will confirm:

- Transaction amount
- Transaction reference number
- Credit/Debit card reference number

These details will be required in the event of a Transaction query.

5. Is there any chance of my transaction getting lost?

As with all online payment systems there is a very minimal risk of a transaction getting lost in the event of a network or system failure. However, transaction tracking processes are in place to resolve any queries.

6. Does the system have an automatic logout like bank websites?

At the end of your transaction you should **logout** of the Payment system. Additionally, you can exit the system at any stage of the process. You should not rely on the system to automatically time out.

7. What if the system rejects my credit/debit card details?

Ensure that you have typed your details in correctly:

- Name/Card Number/Expiry Date exactly as on the Credit/Debit Card
- The Card Security code is the last 3 numbers on the security strip on the reverse of the card.
- Address the Card is registered at. This could be, but is not necessarily, your term-time address.
- All mandatory fields must be filled in.

Ensure that you have sufficient credit for the requested transaction. This may require you to contact your Card Issuer.

8. What if I have made a payment, received on-screen confirmation but have not got a confirmation email?

Ensure that your email account is functioning correctly. Check your Printer Credit status via the desktop icon **Check Printer Credit**, or from a library Paystation.

9. If I have received on-screen and email confirmation but my printing credit still does not include my last transaction, what should I do?

Report the problem to a library Enquiry Desk or by phoning ITS Service Desk on 0161 295 2444) quoting your:

- Network login username
- Payment amount
- First four digits of the card
- First line of the address
- Postcode
- Payment reference number
- Date/time of transaction

ITS will issue you with a job reference number and a provisional printing overdraft pending investigations. Same-day resolution for these queries is not possible. ITS will notify you on completion and, where appropriate, process the transaction.

10. If the electronic payment webpage is unavailable or the transaction system is failing, is there an alternative way of purchasing printer credit?

Library Printer credit can also be obtained from Paystations at all libraries using coinage between 20p-£2. Most library Paystations now also accept English and Scottish banknotes £5, £10, £20.

Please note:

- Library staff cannot provide change for Printing credit and our Paystations do not give change.
- Unused printing credit cannot be refunded.

Please note: The information contained in this guide was correct at the time of publication. A more recent version may be available on The Library's website at www.library.salford.ac.uk/help/userguides/