

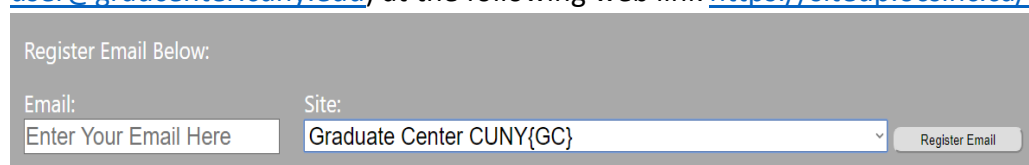
Student Web Printing FAQs

1. What security concerns are associated with this process?

A student will transmit the file to be printed to a third-party vendor site with whom the GC contracts; the file is retained at that site for a short period of time before it is re-transmitted to the GC print server for subsequent release by the student. The GC is unable to guarantee with certainty the security provisioning for the period of time that the file is outside the GC infrastructure, and for that reason any student with any such concerns is advised not to use the Student Web Printing service.

2. What do I do first?

Execute the one-time registration process using your Office 365 email account (i.e. user@gradcenter.cuny.edu) at the following web link <https://siteup.ocsinc.ca/site/register>

A screenshot of a registration form titled "Register Email Below:". It features two input fields: "Email:" with a placeholder "Enter Your Email Here" and "Site:" with a dropdown menu showing "Graduate Center CUNY{GC}". A "Register Email" button is located to the right of the "Site:" field.

Register Email Below:

Email: Site:

3. Can I use my personal email account to register?

No, if you register with any other email account, you will not be able to release your documents at the release stations.

4. How can I print remotely? (MUST READ subsequent FAQs below, 4 – 14)

1) Print your document by sending an email from your Office 365 email address to webprint@gc.cuny.edu with any subject line

OR

2) Uploading your document to <https://webprint.gc.cuny.edu>

5. What happens when I send the documents via email?

If you send your document via email, you will receive an email acknowledgement when your document is successfully processed. However, please disregard the "Job ID" in the email acknowledgement as we are not currently using a "Job ID".

6. What happens when I upload my documents via the website?

If you upload your document via the website, the website indicates "File Uploaded Successfully!" when your document is successfully uploaded.

7. What are the current supported file formats?

Supported file formats are pdf, jpg, bmp, txt, png, docx, xlsx, pptx & mdb

8. What is the maximum length of a file name?

The maximum length of a file name should be no more than 30 characters and any additional characters will automatically get truncated, this includes blank spaces.

9. What is the maximum file size that can be uploaded or emailed?

The maximum size of a file is 25 MB.

10. What happens if I upload or email a large file that exceed the size limit?

If you upload documents larger than 25 MB via the web then you get the following error message, "404 - File or directory not found". When you do the same via email you get an email acknowledgement which says, "*Your data has been received via email and it exceeds size limits*".

11. Can I upload or attach multiple documents via the web or email?

No, only one document at a time can be uploaded to the website or sent via an email.

12. Can I printed double-sided?

No, the documents are printed single-sided only.

13. How do I get my print job?

You must use your GC credentials to login at the print release stations in the GC library to print.

14. How long do I have to get the printouts?

The print release stations in the library hold your documents for 8 hours from the time you upload or email. If you come after 8 hours then your documents will not be available to release and print.

Feel free to contact us at itservices@gc.cuny.edu

Last Updated: August 18, 2017