

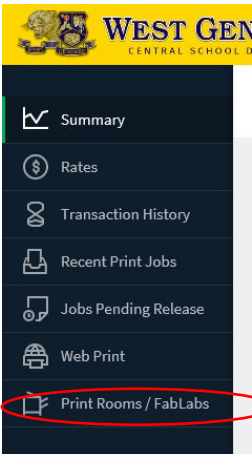
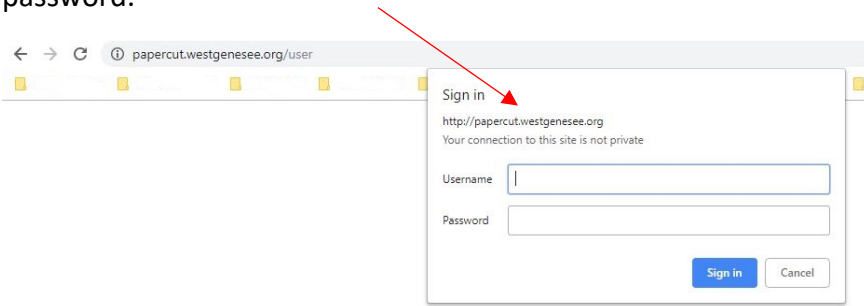
Copy Center Portal

Electronically send documents to the copy center and receive within two business days!

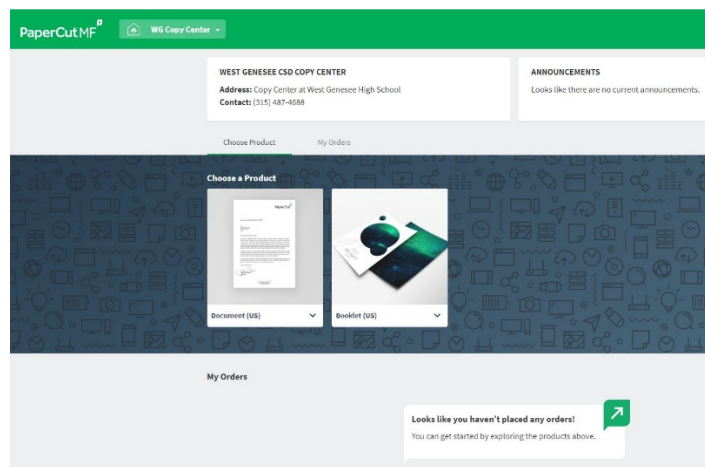
Requests for copies must be made through the Copy Center Portal. Emails to Copy Center staff requesting copies will no longer be accepted.

To access the Copy Center Portal: From the West Genesee website, click in the left column, Instructional Tech Resources and choose Copy Center Portal from the next screen. (It currently says ePrint).

To login use your Active Directory login (what you use to login to your computer) as your username and password.



Once you are signed in, you'll be sent to a Summary page. Along the left-hand side of the screen click on "Print Rooms/FabLabs." Note: Make sure you are using the Google Chrome web browser. Internet Explorer will not work.



This is your new main page.

Placing an order

1. Hover over the type of product you want and click **Start Order**.
2. Click **Attach File**; then select the file to be printed. Alternatively, you can drag and drop a file. Note: If you accidentally upload the wrong file, you need to click **Cancel** and start again.
3. You will need to enter a title in the **Title** field.
4. Click **Submit**. A popup message with an order number is displayed in the bottom right of the screen.
5. You will receive email notifications as to the status of your order. The email notification will be from wghelpdesk@westgenesee.org.

Managing comments for an order

With this new system communication will be done through the system itself using the comments field. Please do not email Copy Center staff unless to cancel an order.

Comments might be needed for:

- Questions you have for the copy center – for example, asking when the order will be complete.
- A response to a query from the copy center – for example, providing more details about the delivery address.
- The Copy Center staff may need to let you know of a delay in processing or clarification of where to send finished product

To manage your comments:

1. Login to the Copy Center Portal.
2. Scroll down to the bottom of the page or click the My Orders tab. Click the order for which you want to view comments.
3. Scroll down to the comments area at the bottom of the page.
4. To add a comment - type your comment then click Post

If a Copy Center operator posts a comment on your order, an email notification from wghelpdesk@westgenesee.org will automatically be sent to you. The email includes the recent comments as well as a reply link. This link takes you directly to your order on the copy center portal main page.

Canceling an order

If you want to cancel an order after it has been submitted, you may add a comment to the order requesting the cancelation or call the Copy Center at 315-487-4688.