Macquarie College

PaperCut Print Deploy
Complete Windows Setup Guide

Macquarie College IT Services

Follow-Me Printing System

Print from anywhere, release at any printer

What This Guide Covers:
- Download & install PaperCut Print Deploy Client
- Sign in with Microsoft credentials
- Install Find-Me-Macquarie printer
- Troubleshoot common issues
- Print and release your documents

Interactive Version:

Scan for step-by-step wizard

Need Help?

Email IT Support:

servicedesk@mc.nsw.edu.au

Step 1: Download & Install PaperCut

Download the Installer

1. **Get the installer:** Download `pc-print-deploy-client-windows.msi` (20-30 MB) from:

   `https://choose-your-own-adventure-printer-setup-pu63znftr.vercel.app`

   Or ask IT Support for a direct download link.

2. **Locate the download:** Find the downloaded MSI file in your Downloads folder or click it in your browser.

Run the Installer

3. **Double-click the MSI file** to launch the installer.

4. **Approve security prompt:** Windows will ask "Do you want to allow this app to make changes to your device?" Click **Yes**.

5. **Installation wizard:** The PaperCut installer window opens. Click **Next** and accept defaults.

6. **Wait for installation:** Installation takes 30-60 seconds. Do not close the window.

7. **Click Finish:** When you see "Installation Complete", click **Finish**.

> ✓ **Installation Complete!**
> PaperCut is now installed and running in the background. Continue to Step 2 to sign in.

Step 2: Sign In & Set Up Your Printer

After installation, you'll set up your printer access and install Find-Me-Macquarie.

Task 1: Open PaperCut

1. **Look in system tray:** Find the PaperCut icon in the bottom-right corner (system tray).

2. **Click the icon:** Click or right-click the PaperCut icon and select "Show Print Deploy Client" or "Open".

3. **Window open:** You should see the PaperCut interface ready for configuration.
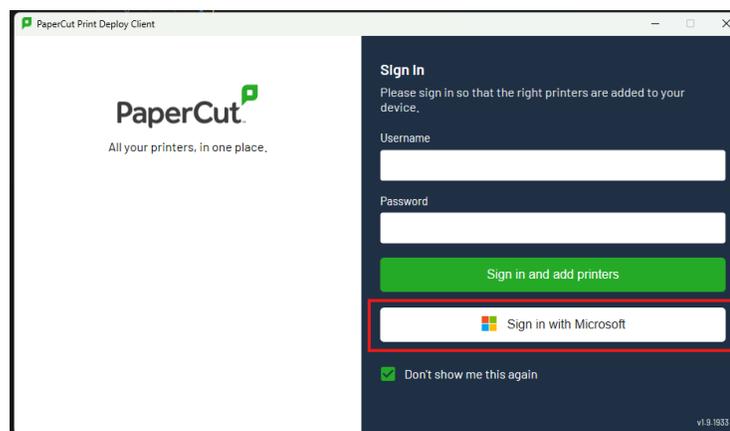
Task 2: Sign In with Microsoft

There are two possible scenarios you might encounter:

Scenario A: No Printers Visible (Need to Sign In First)
If you see only a "Sign in with Microsoft" button with no printer list:

1. **Click "Sign in with Microsoft":** Click the blue button in the PaperCut window.

2. **Browser opens:** Your default web browser will open automatically.

3. **Enter credentials:** Sign in with your Macquarie College email:
   `firstname.lastname@mc.nsw.edu.au`

4. **Complete MFA:** If prompted, complete multi-factor authentication.

5. **Return to PaperCut:** Close the browser. The PaperCut window should now show a list of printers.

Scenario B: Printers Visible with "Sign in required"
If you see printers listed but "Sign in required" appears next to Find-Me-Macquarie:

1. **This is printer-level verification:** A security double-check (not the full Microsoft sign-in).

2. **Click "Sign in to install":** Click the green button next to the printer.

3. **Enter Windows password:** A prompt will ask for your Windows password to verify authorization.

4. **Message disappears:** The "Sign in required" text will go away, and you can proceed to install.

Task 3: Install Your Printer

Once signed in and the "Sign in required" message (if any) is cleared:

1. **Find the printer:** In the PaperCut window, locate **"Find-Me-Macquarie"** in the list.

2. **Click Install:** Click the **Install** button next to the printer name.

3. **Wait for installation:** Installation may take 10-30 seconds.

4. **Authorization prompt:** You may need to enter your Windows password again to authorize printer installation.

5. **Confirm success:** The status will change to **"Installed"**.

> **SUCCESS: Setup Complete!**
>
> Your printer is installed and ready to use. See next page for how to print.

Step 3: Print & Release Documents

Printing from Windows

1. **Open any document** you want to print (Word, PDF, etc.)

2. **Press Ctrl+P** or go to File → Print

3. **Select printer:** Choose **"Find-Me-Macquarie"** from the printer dropdown

4. **Adjust settings:** Choose number of copies, color/black & white, double-sided, etc.

5. **Click Print:** Your document is sent to the print queue

Releasing at a Printer

Your document doesn't print immediately – it waits in the cloud until you release it:

1. **Walk to any MC printer** on campus

2. **Tap your student/staff card** on the card reader

3. **Touch screen wakes up:** You'll see your print jobs listed

4. **Select your document:** Touch the document name

5. **Press Print:** Tap the Print button

6. **Collect your prints:** Wait a few seconds and collect from the output tray

> **TIP: Benefits of Follow-Me Printing:**
>
> - Print from anywhere, release at any printer
> - No more forgotten printouts
> - Secure – only you can release your documents
> - Print credit tracking built-in

Troubleshooting Common Issues

Issue 1: Can't Find PaperCut Icon in System Tray

Symptom: You don't see the PaperCut icon in your system tray after installation.
  Solution:

1. Look for the hidden icons arrow (^) in the system tray and click it

2. Check if PaperCut is in the hidden icons menu

3. Open Windows search (Win key), type "PaperCut", and launch it

4. Check Task Manager (Ctrl+Shift+Esc) → make sure "PaperCut Print Deploy" is running

5. If not running, restart your computer and check again

6. If still not found, reinstall (see Step 1)

Issue 2: MSI Installer Won't Run

Symptom: Double-clicking the MSI file doesn't launch the installer.
  Solution:

1. Make sure the download completed fully (check file size is 20-30 MB)

2. Try right-clicking the MSI → Run as administrator

3. Restart your computer and try again

4. Re-download the file – it may be corrupted

5. Check Windows Installer service is running: Win+R → type "services.msc" → find Windows Installer

Issue 3: "Sign in required" Won't Clear

Symptom: Even after clicking sign-in, the message persists next to the printer.
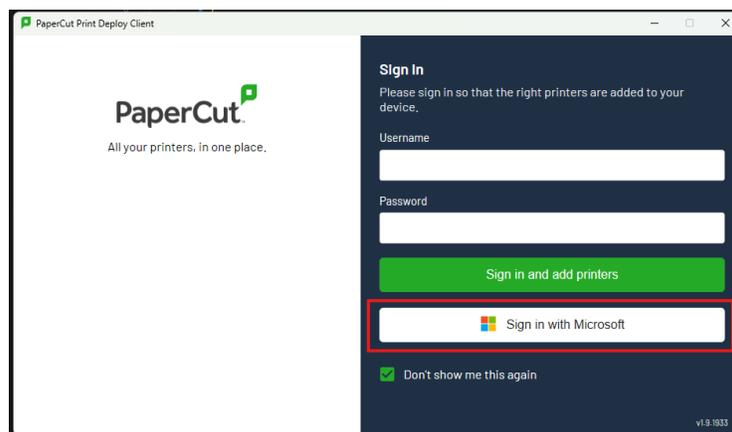 **Solution:**

1. Click the green "Sign in to install" button again

2. Enter your *Windows password* (the password you use to log into Windows)

3. **Not** your Microsoft email password

4. This verifies you have permission to install printers on this computer

5. If it fails repeatedly, check you're entering the correct Windows password

6. Try restarting PaperCut and attempting again

Issue 4: No Printers Visible at All

Symptom: PaperCut window only shows a "Sign in with Microsoft" button.
  Solution:

1. You haven't signed in yet – this is the Microsoft authentication step

2. Click the blue "Sign in with Microsoft" button

3. Browser will open automatically

4. Sign in with: `firstname.lastname@mc.nsw.edu.au`

5. Complete multi-factor authentication if prompted

6. Close browser and return to PaperCut

7. Printer list should now appear

Issue 5: Browser Doesn't Open for Sign-In

Symptom: Clicking "Sign in with Microsoft" does nothing.
  Solution:

1. Check your default browser is set: Settings → Apps → Default apps → Web browser

2. Try closing and relaunching PaperCut:

    • Right-click PaperCut in system tray → Exit
    • Wait 10 seconds
    • Search for "PaperCut" in Windows search and relaunch

3. Manually open your browser and check it works normally

4. If still not working, contact IT Support

Issue 6: Printer Installation Fails

Symptom: Clicking Install shows an error or never completes.
Solution:

1. Make sure you're connected to the internet

2. Check you entered your Windows password correctly when prompted

3. Try removing and reinstalling:

   - Click "Remove" next to printer in PaperCut if visible
   - Wait 30 seconds
   - Click "Install" again

4. Run Windows Update and install any pending updates

5. Restart your computer and try again

6. Contact IT Support if problem persists

Issue 7: Can't See Print Jobs at Printer

Symptom: Tapped your card but no print jobs appear on the printer screen.
Solution:

1. Verify you printed to **Find-Me-Macquarie** (not another printer or default)

2. Check the print didn't fail on your PC (look in Print Queue: Settings → Devices → Printers)

3. Try tapping your card again – sometimes needs a second tap

4. Make sure you're using the correct card (student/staff ID)

5. Wait a minute – sometimes there's a network delay

6. Contact IT Support if jobs still don't appear

Tips & Best Practices

Print Efficiently

- **Preview before printing:** Always check print preview to avoid wasting paper

- **Print double-sided:** Save paper by enabling two-sided printing

- **Use black & white:** Color uses more credit – only use when necessary

- **Multiple pages per sheet:** For notes, try printing 2 pages per sheet

- **Check your balance:** Monitor print credit in PaperCut window

Security & Privacy

- **Release promptly:** Jobs held for 24 hours then auto-deleted

- **Don't share your card:** Only you should release your documents

- **Delete unwanted jobs:** Use printer touchscreen to cancel unneeded jobs

- **Lock your PC:** Use Win+L when leaving your computer

Common Windows Print Settings

In the Windows print dialog (Ctrl+P):

- **Printer:** Select Find-Me-Macquarie from dropdown

- **Copies:** Number of copies to print

- **Pages:** All, Current page, or Custom (e.g., 1-5)

- **Duplex/Two-Sided:** Flip on long edge (portrait) or short edge (landscape)

- **Color:** Color or Grayscale/Black & White

- **Paper Size:** Typically Letter or A4

- **Orientation:** Portrait or Landscape

- **Pages per sheet:** 1, 2, 4, 6, 9, or 16

Need More Help?

Contact IT Support

Email: `servicedesk@mc.nsw.edu.au`

Include: Your name, device type (Windows), and description of issue

Or visit the interactive wizard:

Step-by-step help with built-in troubleshooting