Buying print quote
You can purchase print quota for use at our Edinburgh Campus either:

- by cash from the Library Service Desk, no minimum payment
  or
- by Credit/Debit card using the Print Quota Online Payment Service, **minimum payment is £5**

Print Quota Online Payment Service
You can use credit or debit cards to pay for print quota using the Print Quota Online Payment Service at [https://heriotwatt.pcounterwebpay.com](https://heriotwatt.pcounterwebpay.com)

Transactions are made utilising RBS Worldpay secure payment service.

This web service will allow you to

- Purchase additional print quota
- View your current print balance
- View your past transactions made debit/credit card

*Please note that you are not charged a fee for making a credit/debit card payment.*

You will receive a confirmation email from RBS Worldpay confirming your credit/debit card transaction - the confirmation emails are best viewed in HTML

You will also receive a second email from our Pcounter Webpay Support which will contain a receipt for your print quota purchase. Please keep this as a record of your order and to use in the event of any queries.

Where can I use my print quota?
Print quota purchased through this service can only be used on the **University Desktop Service** and **Wireless Print Service** running at our **Edinburgh Campus**

- For **Dubia, Orkney** and **Scottish Borders Campuses** please refer to your local IT Support Services arrangement for printing

Check print quota

- Run the Check Print Quota utility on the desktop of any computer in centrally managed PC labs or PC areas
  or
- Visit the Print Quota Online Payment Service and selecting View print/copy account balance

You can obtain a full report of your print account from the IT Helpdesk (ithelp@hw.ac.uk)

Refunds
We cannot refund money used to purchase print quota - so only purchase what you think you will use.

If there is a problem with the quality of your print out or paper is spoiled due to a print jam we can credit your print quota account with the cost of the print job.

*Please note that to credit your account we will need you to return the printed pages to us.*

Credit for spoiled print outs can be carried out at our IT Helpdesk and Library Service Desk.