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

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 you 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.