



# Print facilities at EUR

What you  
need to know

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# 1. Frequently-used terms

## **Follow-You**

Print jobs are securely stored on a print server and can be retrieved from any printer on campus. In other words, the print job 'follows you'.

## **OCR Optical Character Recognition**

A technique used to retrieve text from a scanned document.

## **NFC Near Field Communication**

A technique used to establish radio communication between devices equipped with a chip by holding them close to each other.

## **MFP Multi-Functional Printer**

Multi-functional: printing, copying and scanning.

## 2. General information

Erasmus University Rotterdam (EUR) offers Follow-You printing. This means you can send documents to any printer on campus, even from your own home. The documents are held on a secure print server until you log in on any of the Ricoh Follow-You printers on campus and release the documents. Nobody but you can collect your documents from the printer, and if one printer is busy you can collect your documents from another printer.

### **Print any time, any place**

Not only can you print from the designated PC rooms, but also via a website (<https://myprint.eur.nl>), via email ([myprint@eur.nl](mailto:myprint@eur.nl)), an iOS or Android smartphone, a tablet or even your own laptop. This means that you can also print from your home PC or from any off-campus location. As long as you are connected to the Internet, you can print your documents and retrieve them from any of the Follow-You printers across campus. Your documents are securely stored for 24 hours, before being removed from the server.

### **Paying**

Paying for your copies, scans and prints at EUR is easy. We offer you a mobile payment method called MyOrder. All you need is the MyOrder App. If you do not have a smartphone, you can pay via [myorder.nl](http://myorder.nl). For more information or troubleshooting, please go to: [www.erna.nl/printing](http://www.erna.nl/printing).

## 3. How to top up your print credits

### Step 1 Download the MyOrder App

Download the MyOrder app from your favourite App Store (Windows, Android, iOS) and create an account.

### Step 2 Open the MyOrder App

After opening the App, select the category 'Printing' and select 'Erasmus Universiteit Rotterdam' from the list or enter a search for 'Erasmus Universiteit Rotterdam'.

If you do not have a smartphone you can top up your print credits at [myorder.nl](https://myorder.nl).

### Step 3 Choose the amount of print credits you need

Select 'Print credits' in the menu. You can choose to add € 5, € 10, € 15, € 20 or € 30 to your printing balance or a multiple of the amount you choose. Select 'Order', fill in your ERNA ID without '@eur.nl', and go to 'Payment'. Please keep in mind that the administrative costs are € 0.30 per transaction.

### Step 4 Choose your payment method

Choose one of the accepted payment methods (iDeal, PayPal or credit card) and follow the on-screen instructions. Your print credits are now added to your printing balance.

Your printing balance will automatically be adjusted when you print a document, make copies or scan a document.

### Tips & Tricks

Balance information? To check your printing balance go to <https://myprint.eur.nl>. Your printing balance is given in the top right-hand corner of the screen.

## 4. How to print

### 4.1 General

At EUR you can print from various devices and locations:

- From the PC Rooms on campus
- Via the website
- Via email
- Via smartphone or tablet
- From your own laptop or PC (install myPrint driver)
- From home (or any off-campus location)

Every print job will be held on a secure print server for 24 hours until you release the document from a Follow-You printer.

The following steps are necessary to retrieve and print your documents, no matter from which device you have sent the print job.

#### **Step 1 Go to a printer and select 'Follow-You'**

Go to any of the Follow-You printers on campus and select 'Follow-You' on the touch panel.

#### **Step 2 Log in on the Follow-You printer**

Hold your NFC bank card or OV chip card to the card reader or log in with your ERNA ID via the touch panel.

Now your card is connected to the printing facility.

#### **Step 3 Print the documents**

Select the documents you want to print from the list. Your balance will be adjusted.

### **Tips & Tricks**

**NFC.** You can use your OV chip card or a new NFC-enabled bank card to logon to the printer. **Connect your card:** Hold your card to the card reader and log in with your ERNA ID. Now your card is connected to the printing facility! The card only serves as a key to the MFP. It will not effect your OV- or bank-account balance.

## 4.2 From the PC Rooms on campus

### **Step 1 Log in on one of the student computers**

Log in with your ERNA ID (e.g. 123456ab@eur.nl) and password.

### **Step 2 Print the document**

Send the print job from the application you are working in. The correct printer driver is selected by default.

### **Tips & Tricks**

Do you want to cancel your print job? You can cancel print jobs via the touch panel. After 24 hours print jobs are automatically removed from the server. Only printed jobs will be charged.

## 4.3 Via the website

### Step 1 Log in on the myPrint website

Go to <https://myprint.eur.nl> and log in with your ERNA ID (without '@eur.nl') and password. You can access the website from any location, even your own home. All you need is a device with a browser and an Internet connection.

### Step 2 Upload the document

On the home page, select the 'Browse' button and navigate to the document you want to print. Print the document by clicking the 'Print' button. You can retrieve your prints from any of the Follow-You printers on campus.

#### Tips & Tricks

Are you a Mac user? Printing via the website is the preferred method for students working on a Mac.

## 4.4 Via email

### Step 1 Send an email (with attachment)

Send an email with the document (Microsoft Office or PDF) you want to print to [myprint@eur.nl](mailto:myprint@eur.nl). Every email generates two prints, the body of the email and the attachment. You can choose to cancel the body print job on the touch panel of the Follow-You printer. You can retrieve your prints from any of the Follow-You printers on campus.

## Tips & Tricks

Linking email addresses. Your student email is linked to the system by default. Via [https://myprint.eur.nl/ > MyProfile > 'Manage email addresses'](https://myprint.eur.nl/) you can connect up to five different email addresses to your account. After you have linked these addresses, you can use them for sending documents to the printer.

## 4.5 Via smartphone or tablet

Note: you need to set up iOS or Android App before being able to print.

### **Step 1 Download the Ricoh MyPrint App from the Apple App Store or Google Play Store.**

Download the Ricoh MyPrint App from the App Store and open the App.

### **Step 2 Set up the server address**

Fill in <https://myprint.eur.nl> (don't forget the s after http) in the textbox below 'Choose server' and continue.

### **Step 3 Set up your ERNA ID**

Enter your ERNA ID and password and choose 'Log in'. The App is now ready to be used.

## 4.6 Printing from an iOS or Android App

### **Step 1 Open the document you want to print**

Open the document you want to print in its own application (e.g. Pages, Office, Adobe).

### **Step 2 Send the document to the myPrint App**

Activate the 'Open In' (iOS) or 'Send' (Android) function and select 'myPrint'. The myPrint App will open; click on the printer icon and the document is displayed.

Note: you must be logged in on the myPrint App.

### **Step 3 Print the document**

Select 'Print' in the myPrint App. Your document will be sent to the printer. You can retrieve your prints from any of the Follow-You printers on campus.

### **Tips & tricks**

Printing photos. You can print photos directly from the myPrint App.

## 4.7 From your own laptop or PC

First check the driver settings:

### Step 1 Download the driver

(Windows and Internet Explorer only)

Go to <https://myprint.eur.nl> and log in with your ERNA ID and password. In the home screen, select 'Install printer'. Windows will open a dialogue box 'Add web printer'. Select 'Yes' and confirm your choice. Windows will ask if you want to open the printer driver. Confirm this step. MyPrint will install the printer onto your computer.

### Step 2 Configure the driver

Open 'Devices and printers' via the configuration screen on your computer. On the installed driver, right-click 'myPrint' on <http://myPrint> and select 'Printing preferences'. Click on 'Details...'. Fill in your personal myPrint ID (case-sensitive). Your personal myPrint ID can be found on the Home page of the myPrint website (<https://myprint.eur.nl>). Confirm your entry. The myPrint driver is now installed and ready for use.

### Tips & tricks

Are you a Mac user? Printing via the website is the preferred method for students working on a Mac, Make sure you upload documents in the supported format.

## 4.8 From home (or any off-campus location)

### Step 1 Print the document

Make sure you are connected to the Internet. Send the print job from the application you are working in. Make sure you have selected the myPrint printer driver. Your document will be sent to the Ricoh Follow-You print server.

EUR offers the 'Scan to me' function. You can scan your documents from any of the Follow-You printers on campus. The scans are then sent directly to the inbox of your student email.

### Step 2 Retrieve your documents

You can retrieve your documents from any of the Follow-You printers on campus. Your documents are securely stored for 24 hours before they are deleted.

### Tips & tricks

Downloading the driver. If you have difficulties downloading the driver, add the website <https://myprint.eur.nl> to your trusted Internet and Intranet sites:

Internet options > Security > Trusted sites > Add this website. Are you a Mac user? Printing via the website is the preferred method for students working on a Mac. Make sure you upload documents in the supported file format.

## 5. How to scan

EUR offers the 'Scan to me' function. You can scan your documents from any of the Follow-You printers on campus. The scans are then sent directly to the inbox of your student email.

### **Step 1 Select 'Scan to me'**

On the Follow-You printer touch panel, select 'Scan to me'.

### **Step 2 Log in on the Follow-You printer**

Hold your bank card or OV chip card to the card reader or log in with your ERNA ID via the touch panel.

### **Step 3 Scan your documents**

Put your documents in the feeder on top of the printer or on the glass plate, and press 'Scan'. An email with your scanned documents will be sent to your student email and your printing balance will be adjusted.

### **Tips & tricks**

Feeding documents. If you scan a single-sided document, make sure you put the document with the text facing up in the feeder on top of the Follow-You printer.

Interrupt scanning. When you use the glass plate for scanning (flatbed), you can interrupt the scanning process by pressing '#' on the keypad.

## 6. How to copy

### Step 1 Log in on the Ricoh Follow-You printer

Hold your bank card or OV chip card to the card reader or log in with your ERNA ID via the touch panel.

### Step 2 Select the copy menu

Activate the 'Copy' menu by pressing the button with this icon. You can find this button on the left-hand side of the touch panel.

### Step 3 Copy your documents

Put your documents in the feeder on top of the printer or on the glass plate, and press 'Copy'. Your documents are now copied and your printing balance will be adjusted.

#### Tips & tricks

Double-sided copying. If you copy double-sided documents, make sure you enter the correct settings on the touch panel.

## 7. how to use OCR functionality

By sending a document to one of the following email addresses, the contents of the attached document will be scanned and converted to the required format. This can be helpful if you have, for example, a PDF document and you need to convert it to Word for further processing.

**Word:** [ocrtoword@eur.nl](mailto:ocrtoword@eur.nl)

**PDF:** [ocrtopdf@eur.nl](mailto:ocrtopdf@eur.nl)

**Excel:** [ocrtoexcel@eur.nl](mailto:ocrtoexcel@eur.nl)

### Prices for printing, copying and scanning

A4 black single-sided	€ 0.050
A4 black double-sided	€ 0.090 (€ 0.045 per side)
A4 colour single-sided	€ 0.150
A4 colour double-sided	€ 0.270 (€ 0.135 per side)
A3 black single-sided	€ 0.100
A3 black double-sided	€ 0.180 (€ 0.090 per side)
A3 colour single-sided	€ 0.300
A3 colour double-sided	€ 0.570 (€ 0.285 per side)
Scan	€ 0.030

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