

12 Oct 2017

**Standard Operating Procedure (SOP) and Workflow for New Print Service**

New print service is made live to the users. Following FAQs were added at CC FAQ section to help new users to know the steps to print using new print service.

How to print a document file in new print service?

How to upload and print in new print service ?

How to check your print job status in new printer service ?

How to setup printers at your machine to print in new print services?

All type of printing i.e., color printing, black and white printing should be printed using the new service except for Poster printing ( Existing system will be continued).

**1. Black and white printing:**

Users will use new print service to print their documents.

Printouts will be kept in out side CC door tray as per existing guidelines.

**2. Color printing:**

A SRS ticket will be generated by the new print service for Users color printing request. CC DO will assign this ticket to the service engineer. Service Engineer will check print request and allow the printing. Service engineers actions will be SMS/Email to the end user for update. Printing will start will after service engineer allows the print job.

**3. Print Queue:**

Login to new print service and then open below link for print queue.

[https://print.tifr.res.in/print/print\\_queue.php](https://print.tifr.res.in/print/print_queue.php)

#### **4. Manage Users (Login to print service > Manage users)**

Login to new print service and navigate to "manage users"

##### **Following regular actions will require from CC team:**

- 1) Check and update each printout has been collected from tray. If any printouts is not collected then select option SEND REMINDER to send an SMS and EMAIL alert to User.
- 2) Use option block /unblock Users to stop a user from printing using new print service.
- 3) Allow Color print request as per SRS.