

## Frequently Asked Questions

### **What is my PaperCut username and password?**

Your username and password are the same as your card number and PIN. If you do not know your PIN, the librarians can reset it for you.

### **I emailed a document to [bwprinting@rrpl.org](mailto:bwprinting@rrpl.org) or [colorprinting@rrpl.org](mailto:colorprinting@rrpl.org) and it didn't show up in the print queue. Why didn't it work?**

The print queue will only accept documents that are attachments to your email. Files sent in the body of the email are not accepted and must be attachments. No subject line or body text is needed for printing to work.

### **How much does printing cost?**

All card holders printing from Rocky River Public Library printers have a \$10 credit per week attached to their library card number. Black and white printing is \$0.10 per page, and color printing is \$0.25 per page.

### **How does the Mobility Print app work?**

This depends on your operating system. More information can be found on the PaperCut website. Generally, printing through email or web print is easier than using the app.

### **Where is the printer?**

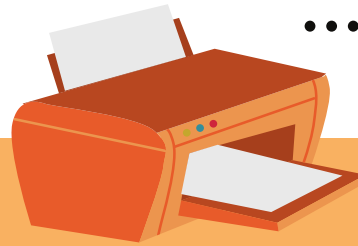
The first floor of Rocky River Library (one floor above lobby), across from the Reference Desk there is a small nook to the right, with the printer/copier.

### **BLACK AND WHITE PRINTING**

[bwprinting@rrpl.org](mailto:bwprinting@rrpl.org)

### **COLOR PRINTING**

[colorprinting@rrpl.org](mailto:colorprinting@rrpl.org)



1600 Hampton Rd,  
Rocky River, OH  
(440) 333-7610  
[rrpl.org](http://rrpl.org)



**ROCKY RIVER  
PUBLIC LIBRARY**

## Remote and mobile printing



**ROCKY RIVER  
PUBLIC LIBRARY**

## How to send a print job

### FROM YOUR EMAIL

- 1 Attach your document to an email (accepted file types include pdf, jpg, doc, xls, and ppt), and send it to:

#### BLACK AND WHITE PRINTING

[bwprinting@rrpl.org](mailto:bwprinting@rrpl.org)

#### COLOR PRINTING

[colorprinting@rrpl.org](mailto:colorprinting@rrpl.org)

- 2 You will receive a 'no reply' email with information on what to do next.


- 3 Go to the library and use the "How to Release Your Print Job" section of these instructions.

### WEB

- 1 Go to <https://printing.clevnet.org/>
- 2 Enter your card number and PIN, and click log in.
- 3 Click "Web Print" in the left column.
- 4 Click the green "Submit a Job" button.
- 5 Choose Rocky River Black and White or Rocky River Color.
- 6 Drag files or "Upload from computer" to choose your file, then click "Upload and complete."
- 7 Go to the library and use the "How to Release Your Print Job" section of these instructions.



### DIRECTLY FROM YOUR DEVICE/MOBILE: iOS

- 1 Connect to the library's Wifi network.
- 2 Open your document and click the share button , then click "Print."
- 3 Choose "Rocky River black and white mobility print" or "Rocky River color mobility print."
- 4 Enter your card number and PIN.
- 5 Go to the library and use the "How to Release Your Print Job" section of these instructions.

### ALL OTHER DEVICES (ANDROID, WINDOWS, CHROME)

- 1 Depending on your operating system, install the Mobility Print app using the instructions on the PaperCut website or at [bit.ly/38sNGBv](https://bit.ly/38sNGBv) and submit your print job.
- 2 Go to the library, and use the "How to Release Your Print Job" section of these instructions.



## How to release a print job

- 1 Go to the library, and use your device or a library computer to go to <https://printing.clevnet.org/mr>  
OR scan the QR code on the copier with your device's camera.
- 2 Enter your card number and PIN, then select login.
- 3 Choose "Rocky River First Floor MFP."
- 4 This will show a list of your print jobs. Select your print job and click on the green "Release" button.