

**1. How do I make copies while I'm on campus at Hastings?**

UC Hastings has an alliance with UCSF that provides Hastings with its Business Center and copy and print program.

To make copies on campus there are two options:

- 1) Go to the [Business Center](#), located on the 1<sup>st</sup> Floor, 200 McAllister Street. This is a full-service copy shop; or,
- 2) Deposit money on your [Pcounter web account](#) and use one of the Xerox Multi-function Printers (MFPs) located around campus.

**2. What is a Pcounter web account?**

Pcounter is the secure online system at Hastings students use to pay for the copies and prints they make while on campus. It is web-based and allows students to add funds to their account with a credit card (Visa/Mastercard/Amex/Discover).

The minimum amount to add to your Pcounter online account is \$2. There is NO transaction fee when adding funds online (this is a change from last year.) There is, however, a \$1 service charge when the Business Center staff logs in and manually adds funds to you account.

Go to the <https://uchastings.Pcounterwebpay.com> to add funds to your account.

**3. I am a returning Hastings student; do I have a Pcounter web account and if so, what is my username and password?**

YES. The user name and password are the same as last year. If you have a problem, please stop by the Business Center.

\*If you add \$20 or more in one transaction online, UCH will add \$3 to your Pcounter account in the following 1 to 2 business days. Adding \$10 two separate times doesn't count.

**4. I am a new student at Hastings. Do I have a Pcounter web account and if so, what is my username and password?**

If you have a Hastings ID card, you have a Pcounter account. Go to [Pcounter web account](#), log in and add funds to your account.

Your Pcounter account user name is your Hastings email user name and your Hastings email password.

\*If you add \$20 or more in one transaction online, UCH will add \$3 to your Pcounter account in the following 1 to 2 business days. Adding \$10 two separate times doesn't count.

**5. How do I access my Pcounter account to deposit funds?**

Access PCounter at <https://uchastings.Pcounterwebpay.com>.

You can deposit funds online via Pcounter. There is no longer a service charge for adding funds online.

You can go visit the Business Center to deposit funds onto your Pcounter account, but note that there is a \$1 fee to have them do this. The Business Center accepts cash and credit cards.

The minimum amount to add to your account using Pcounter web is \$2.00.

**6. When is my Pcounter account charged for my prints and copies?**

Your account is charged when the documents eject from the Xerox machine.

**7. What if I don't have sufficient funds in my Pcounter web account to pay for the entire print job?**

Pcounter will print only the number of pages for which you have funds in your account and your job will be deleted from the queue at this time.

**8. How much does it cost to copy, print and scan?**

**At the XEROX Machines...**

- **Black and white** copies and prints are \$ .09 *per impression*.
- **Color** copies and prints are \$ .35 *per impression*.
- Scanning to email is free (but your Pcounter account needs to be funded and active.)

**In the Business Center...**

- **Black and white** copy or print jobs are \$ .08 *per impression*. Lead time may be needed.
- **Color** copies and prints are \$ .35 *per impression*.
- You can do small scan jobs in the Business Center for free.

A double-sided copy or print is two (2) impressions.

**9. How do I print a webpage using Mobile Print from home or a laptop?**

- Make sure you have sufficient funds on your Pcounter account,
- For most web pages you can simply copy the URL to the printing window,
- For pages that result from a search such as from one of the Library's subscription databases, you must print or save the webpage to PDF and then print the resulting PDF file.

**10. Where are the Xerox Multi-function Printers located?**

- In 200: 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> floors of the Library, and the Business Center
- In 198: ground floor alcove (classroom A), 3<sup>rd</sup> floor hallway
- Tower: Lobby and mezzanine

**11. Do the Xerox machines support duplex copying and printing?**

Yes. You can copy or print double-sided. In order to promote sustainable business practices at UC Hastings, it is recommended to set your print defaults to black-and-white, double-sided.

**12. Do the Xerox machines have convenience staplers?**

Yes. Most of the machines have a built-in stapler feature that can be selected from the control panel to automatically staple your job. A few machines have a manual stapler built into the front right corner. In the Library Computer Lab there are hand staplers nearby.

**13. Can I copy or print from the Xerox MFP without my Hastings student ID (HID) card?**

Yes. You must first go to the Business Center. After they verify your identity, they can give you your HID card code which you can enter into the Pcounter terminals at the Xerox machines.

**14. I lost my Hastings student ID card and received a new one. Will the new HID card work with my Pcounter account?**

No. Go to the Business Center and they will activate your new HID card so that it will connect to your existing Pcounter account.

**15. How long do my print jobs stay in the print queue?**

Until you print them or 24 hours from the time you submitted the job.

**16. What methods of payment does the Business Center accept?**

Cash, VISA, MasterCard, Discover and American Express.