

UW – Copier Transition FAQ

Implementation

- **Why is the University switching to a new supplier and new copiers?**
 - The current contract with All Copy Products for the Konica Minolta copiers ends June 30, 2023. As required by UW policy, a request for proposal (RFP) process was conducted with the proposals we received reviewed by a cross functional group of university stakeholders. The Office Shop was the recommended supplier, and the partnership was approved by the Board of Trustees at the January 2023 meeting.
- **How long is the new contract with the Office Shop?**
 - The new Canon copiers through the Office Shop will be leased for a period of 5 years/60 months.
- **Will our department point of contact be notified when the Office Shop is ready to install the new Canon copier in our area?**
 - Installation of the new Canon copiers will take place in phases with the first phase beginning May 31, 2023.
 - The designated point of contact for your area will receive an email notification or phone call from the Office Shop when your area is next up for installation.
 - The Office Shop will work with the designated point of contact to coordinate a delivery date and time and to ensure a representative from your area will be available during the installation.
- **When the new Canon copier is installed in my area, what do we need to do with the Konica Minolta copier?**
 - When the new Canon copier arrives on site for installation, the Office Shop technician will print off a final usage report from the Konica Minolta copier, unplug the Konica Minolta and move it to the side (in most cases). They will then proceed to install the new Canon copier.
 - Once the new Canon copier is installed and functional, the Office Shop will notify UW Copier Services, the Konica Minolta copier is ready for pickup. UW Copier Services will notify All Copy Products and All Copy Products will schedule the pickup. Departments do not need to contact All Copy Products directly to schedule a pickup for the machine.
 - All Copy Products will be picking up Konica Minoltas on scheduled days and area by area.
 - Your patience during this transition is greatly appreciated.
 - Please contact copierservice@uwyo.edu if you have any questions about the pickup of your Konica Minolta.
- **If we have extra toner and/or waste toner boxes for the Konica Minoltas, what do we do with these?**
 - You can simply place these supplies next to the Konica Minoltas and they will be picked up when the Konica Minolta copiers are picked up.

Invoicing and Billing


- **Who will pay the lease and usage invoices with the Office Shop?**
 - UW Copier Services will continue to receive a consolidated invoice for monthly usage and monthly lease charges and will take care of the payment of those invoices with the Office Shop.
- **Who will handle the monthly copier billing process and allocation of charges to departments?**
 - UW Copier Services will continue to manage the monthly billing process and will upload monthly usage and lease charges for copiers into WyoCloud using the associated GL account strings and PPM projects.
 - Monthly lease and usage charges will not be marked up with the new Canon copiers as they have been previously.
- **How will departments be notified of their monthly copier charges?**
 - UW Copier Services will continue to manage the copier billing process. Two (2) charges will be uploaded each month into WyoCloud to the associated GL account string or PPM project: the first charge will be uploaded for the copier lease and the second charge will be the associated usage charges.
 - Departments can see the associated monthly copier charges by pulling their account analysis report in WyoCloud. Copier Services will not be emailing out monthly invoices for charges associated with the new Canon copiers.
 - Reports are currently being developed that will show a breakdown of usage and can be sent automatically each month.
- **Why are Cost Center Approvers and Project Managers being asked for user information and account string information?**
 - The new Canon copiers utilize a software called Uniflow that tracks usage by user.
 - When a user walks up to their Canon copier, they will use their WyoOne ID card to authenticate at the copier and the user must also be tied to a GL account string or PPM project in order to be able to print/copy.
 - The copies/prints they make will then be tracked to their associated GL account string or PPM project.
 - If the user is not tied to a GL account or PPM project, they will not be able to print/copy.
 - Users may be associated with more than one account string; if this is the case, the user will be able to select on which account they would like the print job to be associated with.
 - By gathering this information on a per user basis this will allow for more accurate reporting and tracking, instead of using generic passcodes that are shared.
- **Who adds the approved usernames to each copier – cost center approvers?**
 - Below is a link to a survey that requesters can complete and submit to add/remove users, account strings or project numbers: <https://airtable.com/shr0xWlYpk1Mi25b6>
 - This link is also available on the UW Copier Services webpage: <https://www.uwyo.edu/copier-services/>

- Once the survey has been completed and submitted, UW Copier Services will be responsible for importing this information into the appropriate systems to tie that submitted users to the corresponding GL account string or PPM project.
- **Once users and account information has been added to the survey referenced in the previous question, how long will it take for those users to be active and able to print/copy?**
 - UW Copier Services will be checking survey submissions daily and anticipate new users will have access within approximately 24 business hours of the survey being submitted.
- **Can a user be tied to more than one account string?**
 - Yes, it is possible for users to be associated with more than one GL account string or PPM project. If a user needs to be associated with an additional GL account string or PPM project, the user's information will need to be submitted through the copier survey: <https://airtable.com/shr0xWIYpk1Mi25b6>
 - When the user who is associated with more than one GL account string or PPM project authenticates at the copier or prints a job, they will have the option to select which GL account string or PPM project they would like the job to be charged to.
- **Has a form gone out yet to submit the funding information for the leasing fees for the copiers?**
 - Not yet. UW Copier Services and the Office Shop are working on collecting the serial numbers and locations of the copiers. Once this information is gathered, UW Copier Services will reach out to the areas to obtain the GL account string or PPM project that will need to be charged for the monthly lease payments.
- **What if a user prints at a different copier on campus than their department's copier?**
 - With the new UniFlow software installed on the copiers, areas will have transparency to see who is printing where, which is an improvement over the information that can be seen now.
 - Toner and waste toner boxes are included in our contract with the Office Shop and are provided at no additional cost. Also, since users have to be tied to a GL account string or PPM project in order to be able to access the copier and print, the usage charges will be charged to the individual making the copies, not the department that hosts the copier.
- **My department uses PPM project and the projects have a short life and change frequently. How can these accounts be updated?**
 - Below is a link to a survey that requesters can complete and submit to add/remove users, account strings or project numbers: <https://airtable.com/shr0xWIYpk1Mi25b6>
 - This link is also available on the UW Copier Services webpage: <https://www.uwyo.edu/copier-services/>
- **Will copier lease and usage charges continue to be loaded into WyoCloud a month behind?**
 - Yes, for example if UW Copier Services receives the lease and usage invoices from the Office Shop for July 1 – July 31 charges the first part of August, UW Copier Services anticipates having the charges associated with corresponding GL account strings and PPM projects and uploaded into WyoCloud by the end of August.

- **Will departments continue to receive invoices from UW Copier Services for the associated lease and usage charges for their area for the billing period?**
 - UW Copier Services will not be sending individual invoices to departments for charges as was done previously with the Konica Minolta copiers. Instead, UW Copier Services is currently working on developing automated monthly usage reports through the new Canon copiers and UniFlow tracking software that will be sent every month via email to Cost Center Approvers. Cost Center Approvers can then forward these reports to others within their areas, as they see fit.

Copier Access and Functionality

- **Is there a resource that can walk me through authenticating at the new Canon copier?**
 - Yes, please see the links below that will walk you through the steps of authenticating at the copier and also setting up printing functionality:

 [UWCannonTutorialFinal.mp4](#)

Adding UW Canon Secure Print Copiers to a Mac:

<https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145738>

Adding UW Canon Secure Print Copiers to a Domain connected Windows PC or Non-Domain/Personal Windows PC:

<https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145706>

Adding UW Canon Secure Print Copiers to a Domain connected on Linux (Ubuntu):

<https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145969>

- **If we receive a new user in our area after the original install date, how will they gain access to the copier?**
 - Employee information is updated in uniFLOW on a daily basis using information contained in Active Directory.
 - When an employee joins UW, they will automatically be added to Active Directory, and they will be able to authenticate at the copier. The employee will also need to be associated with a GL account string or PPM project in order to be able to copy/print.
 - Below is a link to a survey that requesters can complete and submit to add/remove users, account strings or project numbers: <https://airtable.com/shr0xWlYpk1Mi25b6>
 - This link will also be available on the UW Copier Services webpage: <https://www.uwyo.edu/copier-services/>
- **If a user leaves UW, how will their access be managed?**
 - User information is synced in Uniflow on a daily basis using information contained in Active Directory.
 - When a user leaves UW, they will automatically be removed from Active Directory and their printing/copying access will be removed.

- **Will students, student employees, guest lecturers and other approved patrons have access to use the new Canon copiers?**
 - Below is a link to a survey that requesters can complete and submit to add/remove students and student employees to account strings or project numbers:
<https://airtable.com/shr0xWlYpk1Mi25b6>
 - This link is also available on the UW Copier Services webpage:
<https://www.uwyo.edu/copier-services/>
 - Below is a video link to walk users through the Print and Scan to USB (thumb drive):
<https://youtu.be/6dlf9SOB1yw>

- **What if a department has 45+ students that may need access to the copier? Some students only work for a couple of weeks.**
 - Below is a link to a survey that requesters can complete and submit to add/remove students and student employees to account strings or project numbers:
<https://airtable.com/shr0xWlYpk1Mi25b6>
 - This link is also available on the UW Copier Services webpage:
<https://www.uwyo.edu/copier-services/>

- **Why do users have to use their WyoOne ID card to authenticate at the new copiers?**
 - This allows usage to be tracked by individual and billed accordingly.
 - This secure print process ensures that print jobs are not left at a copier.
 - As a large organization, many sensitive items are printed that contain Personally Identifiable Information (PII) such as social security #'s and other confidential information that create institutional risks.
 - An additional security consideration is that users are managed by the employee Active Directory which maintains all active employees and removes those from having print access when they leave UW. If an employee is not on campus and able to authenticate, then they will likely have to send the print job to someone who is.
 - If a user forgets their WyoOne ID card and needs to print/copy on campus, they will still be able to authenticate at their copier using their WyoCloud sign on credentials.

- **If a UW employee does not have a WyoOne ID card or needs to obtain a new card how do they get one?**
 - Visit the University's WyoOne ID office located on the first floor of the Information Technology Center at 1710 Sorority Row to receive a new or updated card.

- **What if faculty or staff use another user's WyoOne ID card?**
 - Users are encouraged to utilize their own WyoOne ID card to authenticate at the new Canon copiers and sharing WyoOne ID cards is strongly discouraged.
 - The UniFlow software on the Canon copiers is designed to track usage by individuals based on their WyoOne ID card so it can be reported on and charged to the correct GL account string or PPM project.

- **For those of us that come to campus occasionally, do we need to get our WyoOne ID card set up or will all cards automatically be set up?**
 - WyoOne ID cards are not automatically issued or set up as part of this copier implementation. Users who come to campus occasionally are still encouraged to obtain a WyoOne ID card. If a user does not have a WyoOne ID card and needs to print/copy on campus, they will still be able to authenticate at their copier using their WyoCloud sign on credentials.
 - To obtain a WyoOne ID card, visit the University's WyoOne ID office located on the first floor of the Information Technology Center at 1710 Sorority Row.
- **If a user misplaces their WyoOne ID card or needs a replacement card, would any fees associated with the replacement card be a personal expense?**
 - Below is the link to the WyoOne ID webpage for information regarding the replacement of cards: <https://services.jsatech.com/index.php?cid=118>
 - Users will still be able to authenticate at their copier using their WyoCloud sign on credentials, if a WyoOne ID card is not available.
- **What if a user has an old version of the WyoOne ID card?**
 - Below is the link to the WyoOne ID webpage for information regarding the replacement of cards: <https://services.jsatech.com/index.php?cid=118>
 - Users will still be able to authenticate at their copier using their WyoCloud sign on credentials, if a WyoOne ID card is not available.
- **In the past, our department has received unsolicited/spam advertisements via fax and they automatically print off on the copier. How will these be handled on the new copiers? Will they automatically print off or have to be released from the copier? Is there a setting to block these?**
 - Unfortunately, there is not a setting to prevent unsolicited/spam fax transmissions from coming through.
 - For new Canon copiers that departments requested fax capabilities and the copiers are already installed, the traditional fax functionality has been set up and should be fully functional.
 - Users do not need to authenticate at the copiers to release traditional faxes, they will print automatically.
 - The Canon copiers with fax capabilities can also have a feature set up on request called fax forwarding (fax to email), where the faxes that do come through can be directed to a designated UW email instead of automatically printing off on the copier. This option is available at no cost to UW. The incoming fax would be converted to a PDF format and then emailed to the designated UW email address. The user can then review the emailed fax and decide if it is something that they would like to print off, forward to another user via email, or simply delete.
 - If your copier has fax capabilities and you are interested in setting up fax forwarding (fax to email) please contact the Office Shop at: dispatch@officeshopinc.com and they will be able to assist your area with the set up.

- **For departments who utilize faxing on their copier, with the implementation of secure print, will incoming faxes have to be released somehow or will they still automatically print off on the copier?**
 - For new Canon copiers that departments requested fax capabilities and the copiers are already installed, the traditional fax functionality has been set up and should be fully functional.
 - Users do not need to authenticate at the copiers to release traditional faxes, they will print automatically.
 - The Canon copiers with fax capabilities can also have a feature set up on request called fax forwarding (fax to email), where the faxes that do come through can be directed to a designated UW email instead of automatically printing off on the copier. This option is available at no cost to UW. The incoming fax would be converted to a PDF format and then emailed to the designated UW email address. The user can then review the emailed fax and decide if it is something that they would like to print off, forward to another user via email, or simply delete.
 - If your copier has fax capabilities and you are interested in setting up fax forwarding (fax to email) please contact the Office Shop at: dispatch@officeshopinc.com and they will be able to assist your area with the set up.

- **When scanning on the new copiers, is there a way that I can find/select a user through the copier, either through an address book or other means, to send the scan to or do I have to manually type in their email address?**
 - Yes, there is an option through the new Canon copiers to either complete a large/mass upload of department information, by either importing CSV files into the copier or via an upload of information through LDAP.
 - Users will also be able to register and save an individual email address to the address book on the copier, so they will be able to access that email address for future jobs.
 - If this is a function you and/or your area are interested in a mass upload and need assistance with set up, please contact the Office Shop at: dispatch@officeshopinc.com

- **With the secure print option, I am concerned that users in my department will have to wait for a lengthy period of time for their job to print once they release their job at the copier.**
 - The range of prints per minute on the new Canon copiers is 30-70 pages per minute (ppm). The most common on campus is around 40ppm. An end user can identify their device speed by the last two numerical digits of their device. Example, imageRUNNER ADVANCE DX C5840i, will have a print speed of 40 pages per minute.

- **The previous Konica Minoltas had a user box feature, do the new Canon copiers have a similar function?**
 - Yes, the Canon copiers have a mailbox feature that will provide similar functionality.
 - Below are links to videos to walk users through these features:
 - Scan to Thumb Drive:
<https://youtu.be/dfTki6JHRE4>
 - Store to Mailbox:
https://youtu.be/_jkjO4fiYCY
 - If after watching the above videos, you need additional assistance with utilizing this functionality, please contact the Office Shop at: dispatch@officeshopinc.com

- **For individuals with accommodations are there any options available if the user is unable to walk to the copier to authenticate at the copier and release their print jobs?**
 - Accommodations should be managed at the department level. Individuals who feel they may need accommodations should speak with their supervisor.
- **How long does a user stay logged in at the copier?**
 - Unless the user taps log out immediately after they are done with their job, which will log them out immediately, the copier will automatically log out a user after 2 minutes, as a default.
 - This is a setting that can be adjusted on a case-by-case basis and can be adjusted down to ten seconds all the way up to nine minutes. If this setting needs to be adjusted on the copier in your area, please contact the Office Shop at: dispatch@officeshopinc.com
- **There are several users in my area who operate on Macs and are not able to print, any suggestions?**
 - Mac users will need to be operating the most current version of Big Sur on their computers. The Catalina operating system is not currently supported by the new Canon copiers.
 - When asked, Mac users must also sign in using their WyoCloud credentials, not the keychain/auto fill credentials that may automatically populate.
- **Is it possible to have someone authenticate on behalf of someone else?**
 - Users are encouraged to authenticate using their own credentials. However, if there is a circumstance where a user needs a colleague's assistance with printing or copying on their behalf, it is recommended that the user email or share the job with a colleague electronically and ask the colleague to release the job for them.
- **I hear scanning may not be as secure on the new Canon copiers and may be able to be viewed by the Office Shop, or others?**
 - The data that is scanned with the new Canon copiers is more secure than it previously was with the Konica Minolta's as now everything on the new devices is encrypted ten times which meets is to meet the standards that are set by the Federal Government to be used by organization like the CIA, IRS, etc. There is no opportunity for Canon, The Office Shop, Inc. or the University to see or pull the information or images scanned or printed off of a copier.
 - The sending protocol, SMTP Server is the same sending protocols that are set by the University, which were also previously in the Konica Minolta copiers. If you have questions about the security settings on the SMTP Server, please contact UWIT.

Toner and Paper

- **Will the new Canon copiers automatically order toner when toner is running low?**
 - Yes, the new Canon copiers will have the automatic toner replenishment enabled when the copiers are installed. Toner will automatically be sent out to the corresponding copier when the remaining level reaches 20 percent remaining in the cartridge. Canon devices utilize artificial intelligence technology to predict toner outage. It has proven to be very accurate.

- If an area has an urgent need arise and your copier is completely out of toner, please contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com
- Also, if your area has a large printing project or knows the copier will receive a large volume of usage (i.e. finals week, etc.) and feels the need to have a spare toner cartridge on hand, please contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com
- **Will the waste toner boxes/cartridges also be automatically sent out when they are near capacity?**
 - Yes, the waste toner cartridges will also be sent out through the automatic replenishment function when the cartridges reach 80% capacity. Canon devices use artificial intelligence to predict, based on volume and usage, when waste toner cartridges will reach capacity.
- **Is toner and the waste toner boxes/cartridges included in the contracted per print rates with the Office Shop?**
 - Yes, these consumable items are included in the contracted pricing with the Office Shop. Departments will not be charged for these items separately.
- **Will my department still be responsible for ordering copy paper?**
 - Yes, copy paper is not included in the no cost consumable supplies provided by the Office Shop. Departments will continue to be responsible for purchasing and paying for copy paper. Departments are encouraged to purchase copy paper through the Office Depot catalog available in WyoCloud, Amazon or the University Store.

Service and Training

- **Does UW have a dedicated service technician in Laramie who will be servicing our copiers?**
 - Yes, UW's dedicated service technician with the Office Shop who will be located in Laramie is James Christensen. Additional Office Shop Inc personnel may be utilized to support the needs of the University.
- **If the Canon copier in my area is not functioning properly and needs service, what do I do?**
 - Please contact the **Office Shop at: <https://officeshopinc.com> or (855)333-0100**. You can also email dispatch@officeshopinc.com. Please have the machine ID number from a sticker located on the machine available to provide to the Office Shop as well as a description of what challenges the copier is currently experiencing.
 - Below is a sample of what the sticker with the machine ID will look like:



- **What types of training will be available so users in my area can become familiar with the functionality of our copier?**
 - Members of the Office Shop will provide basic in-person training when the copier is installed at its location.
 - A quick start guide will be available at each copier. This will provide an overview of the basic functionality of the copier.
 - A tutorial button can be accessed at the device. This button accesses the user manual of the device.
 - Various step by step how to videos will be available for users to access. These videos can be accessed through the following link: <https://officeshopinc.com/uw-contract/>
 - If additional in-person on-site training is needed on a specific copier, a representative from your area may contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com to schedule a training.

Additional Questions

- **Who can I reach out to if I have additional questions?**
 - If you have questions regarding your Canon copier, its functionality, its performance, toner or need additional training, please contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com
 - If you have questions regarding monthly copier billing, have a need to update GL or PPM account information or need to associate a user with an account string, please contact UW Copier Services at: copierservices@uwyo.edu