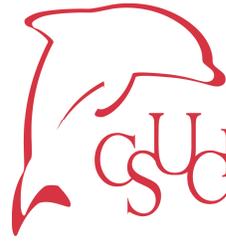
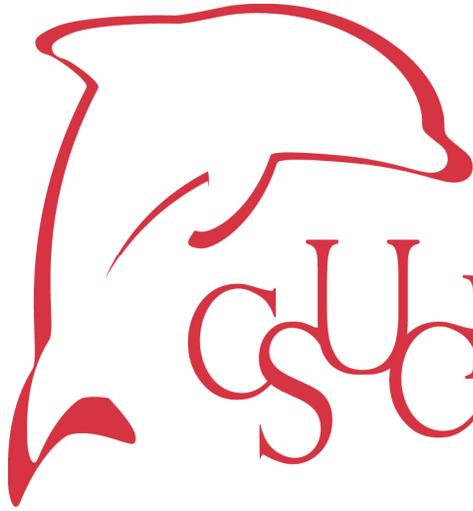




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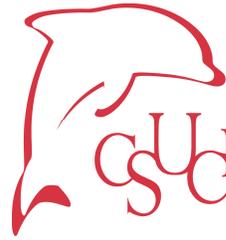


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Pharos User Process Guide



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CHAPTER 1

USING THE PS20 TERMINALS

OVERVIEW

This section covers using the Pharos PS20 Terminals, including changing your password, running copy jobs, and printing documents.

OBJECTIVES

After completing this section, you will be able to:

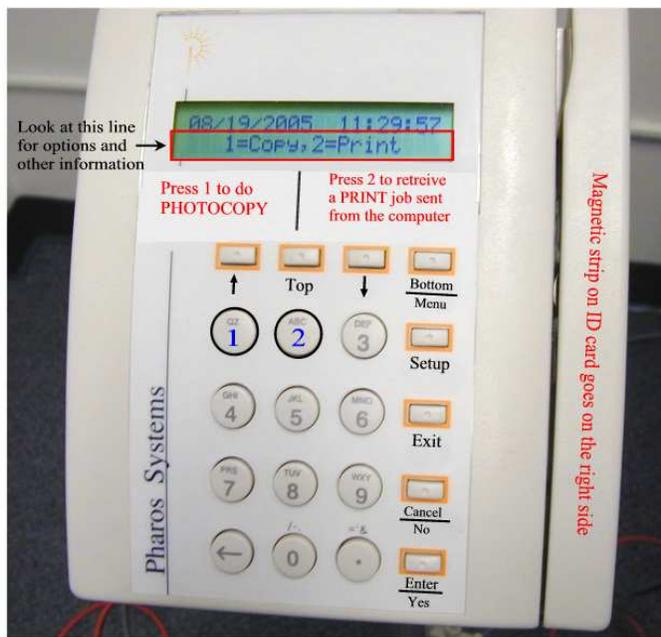
1. Change your Password.
2. Run Copy Jobs.
3. Run Print Jobs.



DEMONSTRATION – CHANGING YOUR PASSWORD



This section demonstrates how to change your password using the PS20 Terminal. It is recommended you change your password when first using Pharos to ensure no one else can use your card to make copies. You should also change your password periodically for security.



1. **Press 1** for Copy or **2** for Print.
2. **Swipe** your card with your picture facing you.
3. **Enter** your password. If this is your first time using Pharos, contact the Help Desk for the generic password.
4. **Press NO**. This will bring up the change password prompt.



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5. **Enter** your new password.



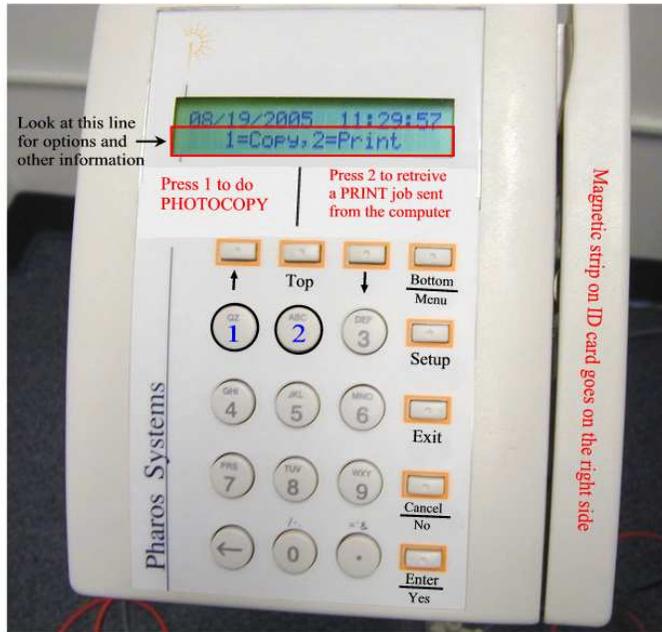
6. **Verify** your new password.

7. **Press** Exit.



DEMONSTRATION – RUNNING COPY JOBS

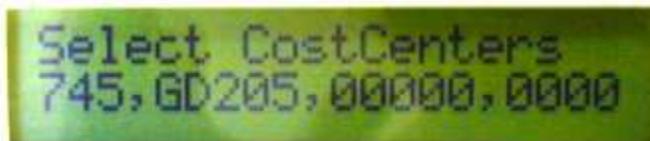
This process will walk through accessing the copier to run copy jobs.



1. **Press 1** on the PS20 Terminal keypad to run a copy job.
2. **Swipe** your card with your picture facing you. You may also enter your card ID using the keypad. Your card ID is 73-XXXXXXXXXX-# where XXXXXXXXXXXX is your 9-digit PeopleSoft ID and # is your card issue number.
3. **Enter** your password.
4. **Press Enter/Yes**.



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PS20

5. **Select** your cost center if necessary using the up and down arrows. This determines which accounting string receives the charges. This will unlock the copier.

NOTE: If you only have one cost center, it should automatically select it.

NOTE: If you need to make copies for multiple cost centers, you will need to logout and login to switch cost centers.

6. **Use** the copier as normal.

7. **Press** Exit when finished.

NOTE: If you forget to exit when finished, your account can be utilized by another person to make copies. The terminal will log you out after four minutes of inactivity. Always remember to logout before leaving the terminal.



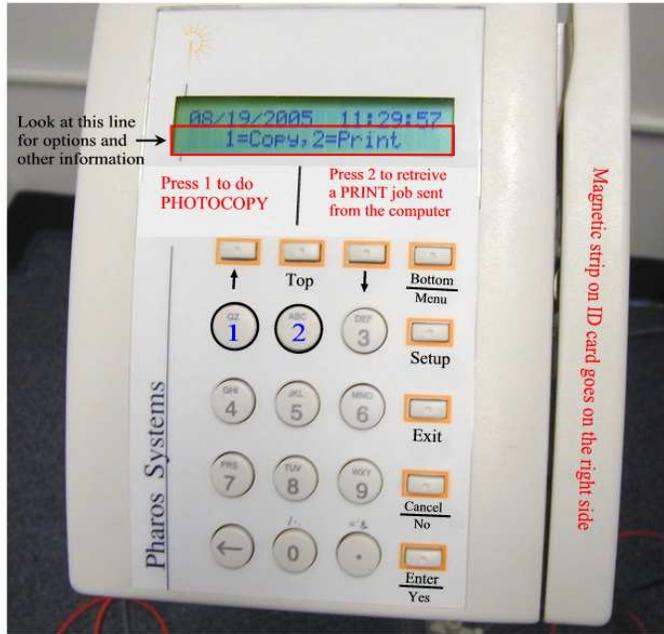
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DEMONSTRATION – RUNNING PRINT JOBS

This process will walk through printing documents from your computer.



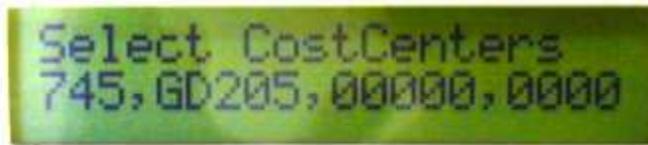
1. **Print** the document from your computer as normal.
2. **Press 2** on the PS20 Terminal keypad to run a print job.
3. **Swipe** your card with your picture facing you. You may also enter your card ID using the keypad. Your card ID is 73-XXXXXXXXXX-# where XXXXXXXXXXXX is your 9-digit PeopleSoft ID and # is your card issue number.
4. **Enter** your password.
5. **Press Enter/Yes.**



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PS20

6. **Select** your cost center if necessary using the up and down arrows. This determines which accounting string receives the charges. This will list the jobs you have queued to the PS20 Terminal.\

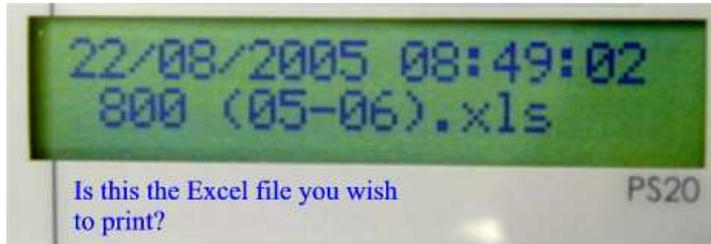
NOTE: If you only have one cost center, it should automatically select it.

NOTE: If you need to print documents for multiple cost centers, you will need to logout and login to switch cost centers.

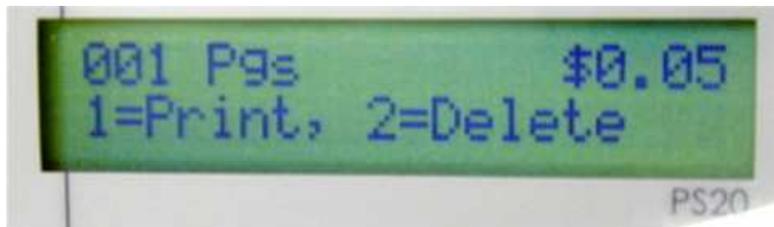
7. **Select** the job you wish to print using the up and down arrows. Print jobs stay in the queue for two hours before being purged.



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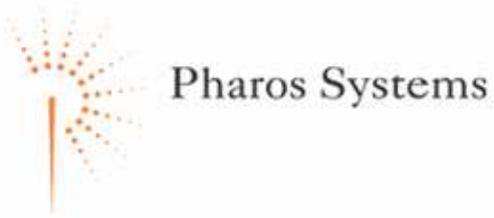


8. **Press** Enter/Yes to select a job. The prompt should show 1=Print, 2=Delete



9. **Press** 1 to print the job. This will send it to the printer.
10. **Press** 2 to delete the job. This will remove the job from the queue.
11. **Press** Exit if complete. If you have no other print jobs, the terminal will automatically log you off.

NOTE: If you forget to exit when finished, your remaining print jobs could be printed by another user. The terminal will log you out after four minutes of inactivity. Always remember to logout before leaving the terminal.



CHAPTER 2

USING POP-UP SOFTWARE

OVERVIEW

This section covers using the Pharos Pop-Up Software to release jobs to the printer without using the PS20 Terminal. If you do not have this software installed, please schedule a time with the Help Desk (HelpDesk@csuci.edu) to have it installed.

OBJECTIVES

After completing this section, you will be able to:

1. Print and Release Jobs.



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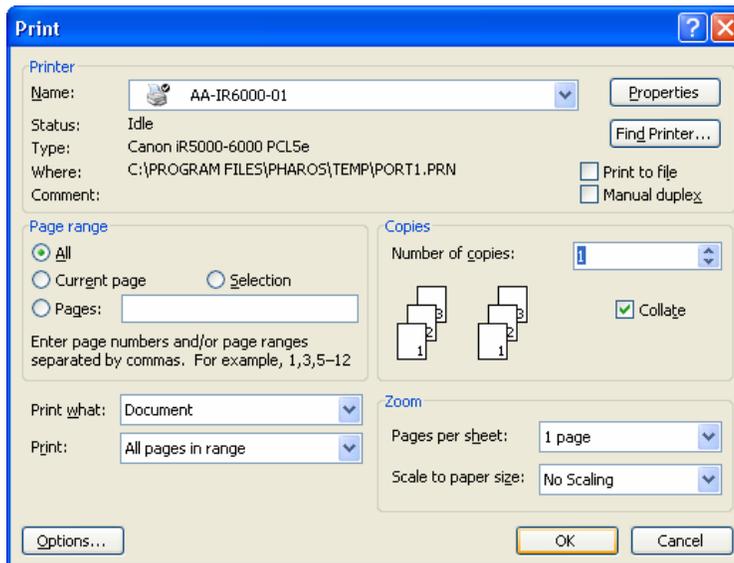


DEMONSTRATION – PRINTING WITH PHAROS POP-UP

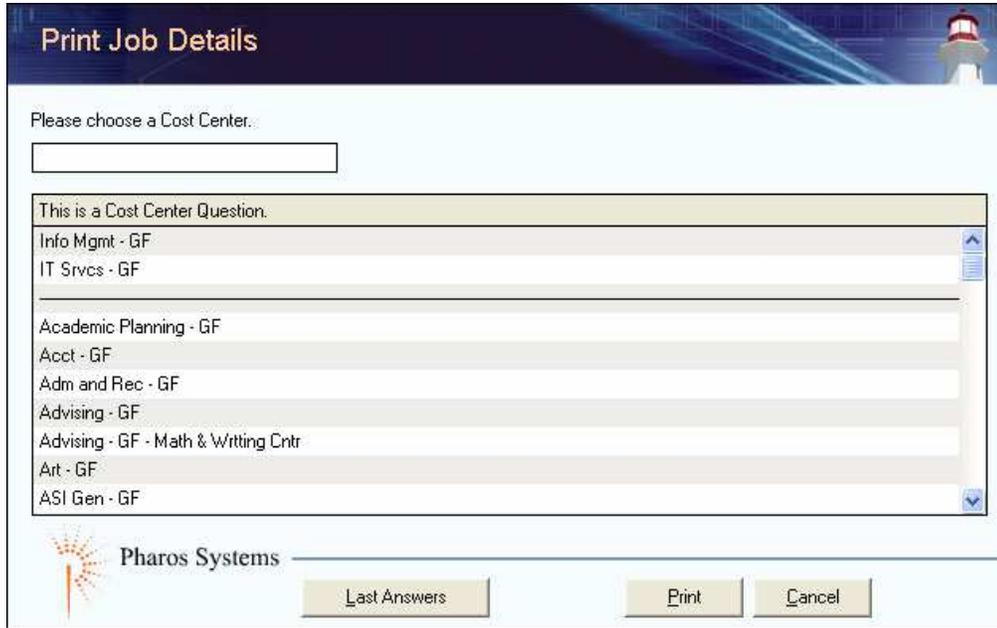


This section demonstrates how to print and release a job using Pharos Pop-Up Functionality. It will also demonstrate how to select the proper cost center for the job. You must have Pop-Up software installed on your machine to utilize this functionality. Please contact the HelpDesk (HelpDesk@csuci.edu) if you do not have this software installed.

1. **Print** your document as normal. The familiar print window appears.



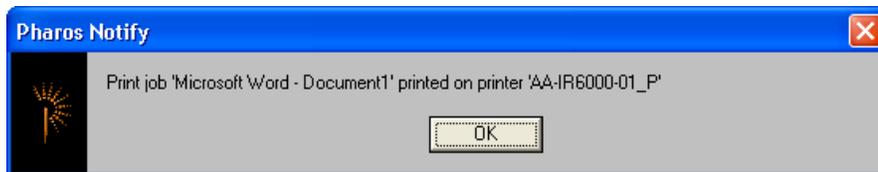
2. **Press OK** to execute the job. The following window will appear.



3. **Click** the cost center you wish to charge this print job.

NOTE: Clicking the Last Answers button will charge this print job to the last one selected. It is recommended to individually select each cost center per job to prevent incorrect charging.

4. **Click** the Print button to print the job. The following window will display once the job is released to the printer.



NOTE: If you do not make a selection within one minute, the pop-up window will exit and your print job will be cancelled. Re-print the document if this occurs.



APPENDIX A – BASIC TROUBLESHOOTING

This section provides basic troubleshooting questions to ask and potential resolution paths for each question. If you are experiencing difficulties with the PS20 Terminal, ask yourself the following questions. If these questions do not pertain to your situation, please contact the Help Desk (HelpDesk@csuci.edu) and open a work order for resolution. An ITS representative will contact you shortly to help resolve any problems you are experiencing.

ID CARD ISSUES

- 1) **Do you have or have you lost your ID card?** All PS20 Terminals require the use of an ID card. Please see the Cashiers Office located in the Professional Building Enrollment Center if you need an ID Card.
- 2) **Have you had your ID card encoded?** All ID cards must be encoded to utilize the PS20 Terminals. All new ID cards are issued and encoded. Older ID cards (prior to Spring 2005) may not be encoded or encoded incorrectly. Contact the Help Desk (HelpDesk@csuci.edu) to verify your card has been encoded – many times it can be resolved without re-encoding your card.
- 3) **Have you had your ID card replaced?** Each ID card contains an issue number. This issue number must also be updated in the Pharos system to enable access to the PS20 Terminal. Contact the Help Desk (HelpDesk@csuci.edu) and open a work order for resolution.
- 4) **Have you forgotten your password?** If you have forgotten your password, try the generic password. If this also does not work, contact the Help Desk (HelpDesk@csuci.edu) and open a work order for resolution.

PS20 USAGE ISSUES

- 1) **Are you missing a cost center?** If you are missing a cost center, please verify with your division budget designee you are authorized to charge copy and print jobs to that appropriate department. If you are authorized for that cost center, please contact the Help Desk (HelpDesk@csuci.edu) and open a work order for resolution. If you are not, please fill out the Pharos Request Form found at the Procurement & Support Services website.
- 2) **Are you missing a print job?** If you are missing a print job, please verify you sent the job to the correct printer. You can do this by looking at the print properties in most programs. Some print jobs are stored in the print queue with cryptic descriptions. If your print jobs consistently do not arrive to the printer, please contact the Help Desk (HelpDesk@csuci.edu) and open a work order for resolution.
- 3) **Are you being charged correctly for print jobs?** If you are not being charged correctly for print or copy jobs, please contact the Help Desk (HelpDesk@csuci.edu) and open a work order for resolution. Please provide the print/copy job information, the printer used, and the date and time of the job that was incorrectly charged.