

# Campus Printing Contact Information

## Technical Support

**Please contact Technical Support for any and all issues concerning:**

- Paper Jams
- Printers out of toner
- Printers out of paper
- Documents not showing in Print Queue
- Coin Machine issues (including coin jams, or credits not displaying correctly in account)
- Release Station issues (including freezing, or not being able to log in)
- Service errors on printers

**Technical Support can be reached via the following methods:**

- Hours of Operation via phone: Monday – Friday, 7:30 a.m. – 5:30 p.m.
- Telephone number: (909) 469-5432
- Hours of Operation via HelpDesk: Monday – Friday, 8:00 a.m. – 5:00 p.m.
- Helpdesk Location: Health Education Center (HEC) 1<sup>st</sup> floor – Room 1031
- Email: [techsupport@westernu.edu](mailto:techsupport@westernu.edu)

## Library Circulation Desk

**Please contact the Library Circulation Desk for any information regarding:**

- Adding funds to your account (can also use designated account stations located across campus)
- Account refunds (for any lost funds due to printer error)
- Reprinting your job to another printer
- Issues with your account balance
- Wrongful charges on print and/or copy jobs

**The Library Circulation Desk can be reached via the following methods:**

- Phone: (909) 469-5323
- Email: [circdesk1@westernu.edu](mailto:circdesk1@westernu.edu)
- Location: Library Resource Center (LRC) 1<sup>st</sup> floor – Front Desk