

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) 1st floor – Room 1031
- Email: 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
- Location: Library Resource Center (LRC) 1st floor – Front Desk