
Printing and copying

At Charles University, you can **print, copy and scan** using self-service printing devices. These services are available at selected faculties, dormitories and other workplaces.

The specific form of printing services may vary according to the faculty or dormitory where you use the printer - especially the system used, the way you log in or recharge your credit.

What do you need advice on?

Where are print services available?

There are two printing systems currently being used at the university - **MyQ** and **SafeQ**.

The range of services, the availability of printers, and the way in which printing is financed may vary according to the particular faculty or dormitory. You can always find up-to-date information on the site of the workplace.

Printing and copying through MyQ and SafeQ systems is currently available at:

CU Dormitories and refectories

- **system MyQ - for students** at selected dormitories (currently available at Dormitory Jednota, Kajetánka, 17.listopadu, Na Větrníku, Otava, Hostivař, Švehlova, Hvězda, Budeč), credit system with payment gateway MyQ (WebPay).
- **MyQ system - for D&C employees**, the service is available only internally in the offices of the headquarters, without a credit system, verification of access is done through the faculty network - Jinonice domain.

Rectorate (CU Point)

- **system SafeQ** - printing primarily for students, printer is not yet available to students, service is before launch (waiting for unification of funding methodology), credit system.

Faculties

Catholic Theological Faculty

- [printing services](#) - you can find information about the available press on the website of your faculty.

1st Faculty of Medicine, Charles University

- [printing services MyQ](#) - you can find information about the available press on the website of your faculty.

Faculty of Social Sciences, Charles University

- [printing services MyQ](#) - you can find information about the available press on the website of your faculty.

Faculty of Arts, Charles University

- [printing services MyQ](#) - you can find information about the available press on the website of your faculty.

Faculty of Science, Charles University

- [printing services MyQ](#) - you can find information about the available press on the website of your faculty.

How do I sign up for print services and a printer?

You can sign up for print services using your [university CAS account](#) .

The specific login method, the interface used, the web address and the credit system may vary by faculty or unit.

Login to the web printing application

- To send and manage print jobs, you log into a web application (e.g. MyQ or SafeQ)
- Logging in using a CAS account is usually used here.
- Each faculty or unit operates its own print solution with a different web address and a separate credit system.

Printer login

When picking up a print, you will most often log in to the printer in one of the following ways:

- **by attaching the CU ID card** (ISIC/ITIC, employee card) to the reader,
- **by entering the login details** (username/PIN).

Printing options

Documents for printing can be sent in several ways depending on the possibilities of your faculty or unit. The most common printing methods:

Print from USB (directly at the printer)

- Allows you to print documents in pdf and jpg format.
- Supported print file formats may vary by printer or terminal type.

Print from PC

- After sending a print job to a printer (MyQ or SafeQ), the document is placed in a print queue, where it stays until you come to the printer and enable printing by enclosing a CU card – you can pick up the job from any printer connected to the printing system of a specific faculty or component.
- Printing is fully self-service. The print job can only be picked up by the user who sent it to print.

Printing via web interface

- It is available after logging into the MyQ or SafeQ web application of a specific faculty or unit.
- You can upload a file (in the format: pdf, bmp, doc, docx, jfif, jpe, jpeg, jpg, mime, odp, ods, odt, png, ppt, pptx, tif, tiff, txt, xls, xlsx) directly from your laptop, mobile phone or tablet. The file size to print is limited.
- Printing is fully self-service. Only the user who sent it to print can pick up a print job.

Printing from mobile devices

- You must have an Android or Apple mobile device for this function and download the **MyQ X Mobile Client** (Safe Printing in Your Pocket)

Note: To verify the availability of a specific print feature, consult your faculty or unit's web tutorials, or contact your faculty or unit's print service manager.

Print Queue and Document Management

Sent print jobs are saved in the print queue, where they remain until you come to the printer and release them for printing. Jobs are archived in the queue usually for 48 hours, after which they are automatically deleted (this time can vary for different faculties and units).

You can log in to your print services in two ways:

- in the **web application** (after logging in with your CAS account)
- **directly on the printer display** (after logging in with your CU ID card or PIN code)

Here you can, for example:

- see an overview of sent print jobs,
- edit the print settings before releasing (color, double-sided printing, number of copies),
- release the print/choose another printing device,
- delete the print job,
- re-print already printed documents.

Copying and scanning

Most printers also allow **copying and scanning of documents**.

You can scan either on a flash drive or in an email that you have set up in CAS. When scanning to an email, a file smaller than 8MB will be sent as an email attachment. In case of a larger file, a download link will arrive.

Note: The size limit may vary depending on the specific system setting.

Credit charging and payments

Printing services at Charles University are not operated in a unified central system. **Credit must be charged separately for each faculty or dormitory where you use print services.**

The most common ways to recharge your credit:

- **online** via WebPay web payment gateway,
- **cash** at a charging machine or at designated charging points at the faculty (e.g. library, study room, study department).

The cost of printing, copying or scanning is automatically deducted from the credit.

Employees may have the printing paid for by their workplace.

Where can I find more information?

Detailed instructions for printing, installing drivers or access data can be found on the website of your faculty or dormitory.

Note: The system and procedure may vary – we recommend following the instructions of a specific workplace.

Frequently Asked Questions (FAQ)

How do I replenish my printing credit?

- Credit can be refilled online (by credit card) or in cash at designated faculty locations (e.g. library, study room).
- The specifics way may vary by faculty or dormitory. Information can be found on the web site of a specific workplace.

How do I check my credit balance?

- After logging into the web printing application (MyQ/SafeQ system) or directly on the display of the printing device.

What if I forget my PIN or can't log in?

- In the web application, try the PIN recovery option via the **"forgotten PIN"** button, where you enter your email address and the new PIN will come to your email.
- If that method doesn't work or you don't know what email you have set up in the system, contact the IT support of the faculty or the administrator of the MyQ system. Your PIN will be reset.

Can I print from home from my laptop?

- Yes, via the web application for printing services. The procedure may vary according to the workplace. To verify the availability of a specific printing function, consult the web manuals of your faculty or unit print service, or contact your faculty or unit print service administrator.

How do I log in to the printer?

- By attaching the CU ID card (ISIC/ITIC, employee card) to the reader. Some faculties may use other methods for logging in users (e.g. PIN).

Does MyQ support scanning?

- Yes, most multifunction devices on the MyQ network allow copying and scanning in addition to printing. The file is sent to an email, or stored on a USB drive or in a cloud storage.

Can I also use print credit in refectories?

- No, this is not possible. The MyQ print service credit and the refectories credit are two different systems, completely independent of each other, with different charging points and the way the credit is used. Credits are not added up or transferred.

Can I withdraw the unused credit?

- Yes, the credit can be withdrawn throughout the study period.

Support, Helpdesk

In case of problems with printing, logging in or credit, always contact the **IT support of your faculty or dormitory** that runs the print service.

You can find the IT support contacts and system manager on your faculty or unit's website.

Important Links