MyPrint FAQ and Troubleshooting

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I swiped my ID at a printer, but I don't see my document listed. Why?

When you are at a release station, you will only see jobs that can be released for your specific queue. That is, if you send a job to the "MyPrint-BW" queue, you need to be at a printer that will release for MyPrint undergrad queues. In the same way, if you send a job to MyPrint-Pro-BW, you'll need to be at a printer configured for release for Pro jobs. Many of the printers in public locations like the Libraries can support both services.

MyPrint only retains documents sent within the last 4 days before discarding them. If your job is not released in that time, you'll need to print it again.

If it's a document you sent very recently, it might take another few seconds to appear. You can tap the Refresh button on the screen to refresh the print job list.

I am ready to use a printer but someone else is still logged in. How can I log them out?

The release stations have a fairly quick timeout of 60 seconds. However, if you arrive at a station and someone else is still logged in, you can swipe your ID twice. The first time, they will be logged out, and the second time, you will be logged in.

I forgot to log out of the printer. What should I do?

The printer will automatically log you out if you are inactive for more than 60 seconds. We do recommend logging out using the Log Out button immediately after you use the printer so others who use the printer after you are not able to view your print queue.

Do I need to print to the color or black and white queue depending on which printer I plan to use?

No - regardless of whether you choose the Black and White or Color queue, you'll be able to pick up your print job at either a black and white or color printer. If you choose the Black and White queue, your print job will come out in black and white at either type of printer.

I forgot my Brown ID. Can I still print?

Yes! Instructions are in the last section of the article Pick up Prints from a MyPrint Printer.

I'm trying to upload a document at brown.edu/go/print but I see a red X over the thumbnail and it does not upload. What should I do?

This sometimes happens if you have the MyPrint website open in two browser tabs at the same time. Try closing any tabs with MyPrint, returning to brown.edu/go/print, and logging out if you are still logged in. Then, log in again. If that doesn't work, quit your browser, visit

the website, log out, and log back in.

Can I scan to an email address other than my own?

By default, MyPrint machines will email scans to your email address. You can simply forward the email to another address if desired.

Need to request assistance?

Contact the OIT Service Center! We are available by phone, chat, email, or in person. Find our contact information below or chat us from the button on this page.