Duke | Office of INFORMATION TECHNOLOGY

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ePrint

Printers & Labs

The ePrint system enables students to print from computers and devices to hundreds of print stations throughout campus. You need to have the ePrint client software ⧉ installed on your computer.

Or download the Pharos App to your mobile device and connect to ePrint printers.

An ePrint quota is designed to help ePrinters recognize the cost and value of the service, and to encourage reasonable, sustainable printing habits.

Please keep these guidelines in mind when using ePrint:

- Eprint usage and installation requires an on-campus network connection or use of the VPN.
- Do not use printers as copiers. If you need multiple copies of a document, photocopy it.
- Recycle unwanted paper. Each ePrint station has recycling bins.
- If the printer is out of paper, toner, etc., report the problem to the service desk or using ePrint Web.
- Send each print job only once. ePrint Reprint gives you the opportunity to retrieve an older job from the print queue again.
- Save paper by printing on both sides of every sheet.
- Monitor your ePrint quota throughout the year.

Allocations for students

Duke students receive an allocation of $32 per semester in black-and-white laser printing at OIT's ePrint stations in libraries, computer labs and public spaces. If your balance falls below $9, you can request an increase of $8 to your printing allocation. Undergraduate students may request this increase only once per semester. Note: If you exhaust your allocation, your print jobs will be charged to your FLEX account.

Non-student allocations

Faculty and staff receive free black and white printing only. Visitors to Duke facilities who lack an ID card can purchase public print/copy cards from campus libraries and add value to those cards in order to be able to use the ePrint system.

How printing is charged

All documents sent to the ePrint-OIT and ePrint-OIT (2-sided) print queues will be charged at $0.04/page for single-sided and $0.02/page for double-sided printing (minimum cost $0.04).

Undergraduate students may request refunds for black & white print jobs that are unacceptable in quality (low toner, smudging, paper jam, etc.). Follow these instructions to place a refund request.

Color laser printers in Duke's libraries and campus locations charge $0.15 for color printing and copying, $0.06 for black/white printing and copying, and $0.02 for scan to email - all directly to FLEX.

Medical and Academic Quota Exemptions

Students with a need to print more than the standard allocation for exceptional academic or medical purposes may request an exemption from the quota policy. These requests are reviewed on a case-by-case basis. ePrint quota exemption form ⧉.

ePrint reprint

Duke's ePrint distributed printing system allows you to print a job again without running back to your computer. After you retrieve your job at a print station, the job goes back into the print queue for 15 minutes. If you need to reprint the job within that timeframe, just swipe your DukeCard at any station and choose the job out of the list of available jobs in your print queue.

*Remember Do NOT print sensitive or protected health information to ePrint.

DOWNLOAD THE EPRINT CLIENT SOFTWARE ⧉ →

LINKS
My Print Center ⧉
Printer Locations & Status ⧉
View quota & request increase ⧉
Location request policy

RELATED SERVICES & TOOLS
Printing

GET HELP
Contact the Service Desk

RELATED HELP ARTICLES

- ePrint - Printing with QR Code for Contactless ePrint
- ePrint - Refunds For Black and White Print Jobs
- ePrint: Installation on macOS
- ePrint - Using ePrint in Windows

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