

GSD. Printer Services - How to use the 'Guest Print' function

Article ID: KB0039876

Created: 2024-12-19 14:03:43

Updated: 2024-12-19 14:03:43

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/5ce35008c3ca1a100acd3300150131f8',

'value': '5ce35008c3ca1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

How to use Guest Print

Alternative names of the system:

n/a

IMPORTANT NOTICE:

Guest Print can be used by external guests or colleagues coming from locations where FollowPrint is not yet available.

Solution:

If the user requests access to Guest Print, please advise them to follow the below steps:

Ask them to send documents that need to be printed to the mail address

freseniusguestprint@fresenius-netcare.com

Note: The sender's mail address is not relevant, as well as whether users send the documents from a personal computer or a mobile device.

After a few minutes the user will receive an email like the following from the sender FreseniusPrintService@fresenius-netcare.com

Note: If the user did not get this mail after 10 minutes, advise to check the Spam folder

The user will receive email with the PIN and will be able to log in to any multifunctional device that is setup for FollowPrint. Advise not to provide the username, just to enter the PIN to a password field.

Now the user can print printouts. If the user sends additional documents to the Guest Print address, they will receive a mail with a new PIN to collect their printouts:

Assignment Group:

n/a

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

1. N/A