GSD. FollowPrint – How to configure a printing profile for FollowPrint and how to review print jobs

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General Information:

Possible symptoms/errors:

Printing profile configuration

Alternative names of the system:

N/A

IMPORTANT NOTICE:

n/a

Solution:

Advise the user to follow the below steps to configure their printing profile:

To check the printing profile, ask them to go to https://freseniusprintservicebho:8090The below window will appear. To log in, advise the user to enter their email address & Windows password, then to click Log in.

Note: If the user receives an error message after the first login attempt, advise to click again on the login button.After successfully logging in, users can see their profiles. They need to click Edit to change settings.

3. Advise the user to select the Default language (German or English) they want to see in the printing device menu.

4. The user also can also define a delegate, who will be able to collect their print jobs at a printing device.Advise to click in the field and to type the name of the person, starting with the first name. Then, to select the respective person. If the user needs to enable more than one person, advise starting the process again.

5. Ask the user to click on Save to confirm the changes have been made.

6. If the user remains on the user profile, it is also possible to see their own print jobs.

7. Print jobs can be removed by clicking on the small arrow in the upper right corner > choose Delete

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Link to the printer configuration check: https://freseniusprintservicebho:8090