

What is WEPA?

Why was WEPA developed?

WEPA is a printing service that was developed to meet the needs of schools and students by providing a user-friendly service and convenience that keeps students from being confined to a lab or library – the typical places that printers are found. WEPA kiosks can be placed anywhere (labs, libraries, dorms, cafeterias, etc.) to print documents and serve the printing needs of students.

How does it work?

Once registered, a student can upload a document from anywhere that internet service is provided. Then, go to the nearest WEPA kiosk and simply login, select method of payment, and print their document. Note: There must be an internet connection to upload documents to WEPA.

Do I have to be a registered student on campus to use WEPA?

No. You do not have to be a registered student to use WEPA. The only way to use WEPA without being registered is to use a USB Flash drive to list and print your documents at the WEPA.

How does WEPA handle University “guests” that would like to print?

WEPA will have “Print Cards”, or sometimes called “Guest Cards”, available for “guests” to use to print with. These are normally sold at the University/College Library, Bookstore or Cashier. WEPA Print Cards come in \$2, \$5, or \$10 denominations. A “guest” could also use their credit or debit card to print with. Note: The school determines the denominations and where they are sold.

Do University “guests” have to be registered to use the WEPA system?

No. They do not have to be registered. But the only way to use the WEPA system without being registered is by using a USB Flash drive (jump-drive). So, if a University “guest” wants to take advantage of the WEPA system, they will need to register. Note: Registration is free.

How do I register with WEPA?

(a)Go to our website (www.wepanow.com) and mouse-click on "Register" and follow the instructions or (b)Go to any WEPA kiosk and touch "Register Now" and follow the instructions. Note: Some schools pre-register students. Please check with your school to confirm if you have been pre-registered for WEPA.

How do I print a document?

There are two ways. (a)After registering, go to our website (www.wepanow.com) and login, mouse-click on “Members Area”, mouse-click on "Print Now" (the Printer Icon), browse for your file, then select your print options and upload your document – then mouse-click on "Send to WEPA", and go to any WEPA kiosk and login, select your document, select your payment option, and print your document. (b)Another way to print is by downloading our “WEPA Print Driver” software and utilizing WEPA’s “Direct Print Option.” Note: Some schools have campus cards that students can use to access their files at each WEPA kiosk. Check with your school to learn if Campus cards are used with WEPA.

How does the WEPA “Direct Print Option” work?

Once you have registered, login, mouse-click on “Members Area”, and then mouse-click on the “Drivers” icon. Find the WEPA Print Driver that supports your computer (PC or MAC). Then download this print driver and follow the

instructions to install it on your personal computer or laptop. Once installed, if you want to print the current page or document displayed on your computer, simply mouse-click on “file” then “print” and select “WEPA” as your printer. Select your printing options as you normally would. You will be prompted for your Username/Password. Once you enter your Username/Password, mouse-click on “Proceed.” Your document(s) will be sent to the WEPA kiosk network and you will receive a six character “release code.” From the WEPA kiosk touch-screen, touch “Enter Release Code” and enter the release code you received. Then select your method of payment and print your documents.

What documents does the WEPA support?

The WEPA supports MS Word, MS Excel, MS PowerPoint, Rich Text Format, and Adobe PDF documents along with MAC Pages, Keynote, and Numbers applications. WEPA also supports JPG and BMP printing. Note: At this time, image printing is only available by using a USB jump-drive at the WEPA kiosk.

I have a MAC computer, will the WEPA print documents from the MAC?

Yes. The WEPA will print documents from Pages, Numbers, and Keynote applications.

Can I use my USB Flash-Drive (jump-drive) at the WEPA kiosk?

Yes. You can print directly from your USB Flash-drive at any WEPA kiosk. Simply touch "Print from USB", insert your USB Flash-drive (your files will be displayed), select your file(s) you want to print, select your payment option and print. A neat aspect about the USB Flash-drive feature is that you do not need a WEPA account to print from a USB Flash-Drive. Note: To receive all of the benefits from WEPA, you need to be a registered user.

Can I use any WEPA kiosk to print my document(s)?

Yes. You can use a WEPA kiosk to print your document(s) no matter where the WEPA kiosk is located.

Is the price the same if I print my document(s) at a University or College other than where I am registered at?

The price for printing varies from school to school and you will be charged what the school charges at the University/College you are printing at. Note: The price you pay will be less than if you used your personal inkjet printer or went to an outside print shop.

Does every WEPA kiosk print in color?

Yes. Every WEPA kiosk prints in vivid high-definition color.

How much does it cost to print documents?

The cost varies from school to school, but the page per cost is very reasonable compared to personal inkjet printers and outside print shops.

How do I pay for the document(s) I print?

Payment can be made in one of four ways: (a) With a WEPA account (b) With a WEPA Print card (c) With a Credit Card or Debit Card (d) With your Student ID (Campus) card - if your school issues Campus cards. Note: The WEPA kiosk does not take cash, and some schools do not allow credit card transactions.

How do I put funds into my WEPA account?

After navigating to the website (www.wepanow.com), login, mouse-click on "Members Area", mouse-click on "Deposit Funds" (credit-card icon) and follow the instructions. (b) Go to any WEPA kiosk, login, and then touch "Deposit into WEPA" and follow the instructions.

Is there a minimum deposit amount?

Yes. There is a minimum deposit of \$5. This minimum amount also avoids a transaction fee charged by financial institutions.

How do I get a WEPA Print card?

A WEPA Print Card can be purchased at your Library, Bookstore or Cashier. Where WEPA Print cards can be purchased varies from school to school. Note: WEPA Print cards are also known as "guest" cards.

How much do WEPA Print cards cost?

WEPA Print cards come in denominations of \$2, \$5, and \$10. Usually, they are sold in \$5 denominations.

After I spend the value of my Print card, do I get it re-credited?

No. After the value of the Print card has been depleted, simply dispose of it and purchase a new Print card.

What if my Print card does not cover the cost of printing?

You can use two or more Print cards by swiping them at the WEPA kiosk. The kiosk will take what it needs to cover the cost of printing from the Print cards that are swiped.

Why is it forty cents more to use a Credit card at the WEPA kiosk?

This is a fee being imposed by the financial institutions. You can avoid this fee by registering and depositing money into your WEPA account with your Credit or Debit card. You are not charged a fee by WEPA for using your Credit or Debit card for depositing money into your WEPA account. Note: This fee is imposed by financial institutions every time you use your credit card.

Who sets the fees for printing documents at my school?

Your school sets the fees. The fees vary from school to school.

If I touch "Browse Ads" and print an ad at the WEPA kiosk, will I be charged for it?

No. The ads that are displayed after touching "Browse Ads" at the WEPA kiosk are paid for by the advertisers. They are free to you...so please use them.

If I upload a document from the WEPA website, how long do I have before I have to print my document at the WEPA kiosk?

24 hours. WEPA will store your document for 24 hours. After that time has passed it will be purged from the WEPA servers. If that happens, you can simply upload your document again.

Is there a way to track documents I have uploaded and printed?

Yes. After logging in on our website (www.wepanow.com), mouse-click on “Members Area”, go to the "Review History" icon, and the options of (a) WEPA Document Uploads (b) WEPA Printed Files (c) Credit Card Transactions (d) Student ID Card Transactions are available to select from and view.

How many pages per minute does the WEPA print?

The WEPA prints 45 ppm in black and white and 35 ppm in color.

What kind of paper does the WEPA use?

WEPA uses high-quality laser paper and high-definition ink. You will definitely notice the difference when compared to personal inkjet printers and outside print shops.

Is there a file size limit when uploading documents via the web?

Yes. The file size limit is 20MB.

Do I need to enter my "Release Code" for each print job?

No. You could print your documents that way, but if you have more than one print job, the best way would be to login using your Username/Password. By logging in, all of your print jobs that are available to print are displayed. When entering a release code, only the print job associated with that particular release code will be displayed.

What purpose does the "Release Code" serve?

The purpose of the "Release Code" is for time and convenience. If you only want to print one print job, you can save time by simply entering the six character alphanumeric release code to access your document instead of entering your Username/Password.

Can I use the “release code” to print the same document twice?

No. Once you use the release code to print your document, it is then purged from our system and cannot be used to print the same document again.

Is it cheaper to print using WEPA than if I used my inkjet printer?

Yes. It is more economical to print with WEPA since WEPA is supplying the printer, hi-quality laser paper and high-definition ink.

Can I download WEPA Print drivers to my personal computer or laptop computer?

Yes. The WEPA website has a section labeled “Drivers” under the Member’s Area where print drivers can be downloaded for PC’s and MAC computers. Note: You will need to be a registered user to download these drivers. WEPA highly encourages its users to download and use the print drivers from our website.

Can I use a “SmartPhone” to send documents to the WEPA?

Yes. Sometime in 2012, this will be another new feature that will be offered by WEPA. Note: Go to our website at www.wepanow.com to learn more about our “SmartPhone Technology.”

Can I print JPG files with WEPA?

Yes, WEPA gives you the option of printing JPG files in vivid, high-definition color, or in black and white. Note: At this time, you must print images from a USB jump-drive.

What is WEPA Tag?

WEPA Tag gives you the option of “tagging” a card with a magnetic strip, which will simplify and speed up the login process. The “tagging” process basically converts the card into your personal login device. Note: This functionality is only available for colleges/universities that do not have a student campus card.

How does WEPA Tag work?

First, you must acquire a card with a magnetic strip. For example, it can be a credit card, retail store card, or a WEPA print card. Next, you must login to your account at any kiosk using your username and password. After logging in, you will see the WEPA Tag button (it is located on the lower right side of the print listing screen). Touch the “Register WEPA Tag” button and you will be prompted to swipe your card. A message will appear stating the card has been successfully tagged. Now you can login with this card by simply swiping the card. Hint: The WEPA print card could work as a login device and as a payment device if it were “tagged.”

My card would not “tag”... why?

The data embedded in the magnetic strip must have at least 12 characters and 3 of those characters must be unique. Most cards will meet these minimum requirements, but there are some that do not. Please try to “tag” a different card if your card will not “tag.”

How do I “untag” a card?

There are two ways. You can login at a kiosk and then touch the “Remove WEPA Tag” button and swipe the “tagged” card and it will remove the tag. You can also login to the website at www.wepanow.com and click on the “Remove Tag” icon on the Members Page, and it will also remove the “tag” from your card.

Can I have more than one “tagged” card?

No. You can only have one “tagged” card at a time.

What is SkyPrint?

WEPA SkyPrint will allow you to use your Apple device(s) to wirelessly send files to the WEPA cloud for printing. Note: SkyPrint only works on Apple devices.

How does SkyPrint work?

Simply load a document on your device and touch the icon for printing. Touch “Print Document.” A Printer Options screen will display. The WEPA BW and WEPA Color Printers should be available to choose from (if SkyPrint is available at your school), along with other options. Choose your printing options, touch “Print” and you will receive a confirmation. Proceed to the nearest kiosk and your document will be available for printing.

I forgot my password. How do I reset my password?

Go to our website (www.wepanow.com) and mouse-click on “Forgot Your Password?” to the left of “Login” button – and then follow the simple instructions.

How do I know where WEPA kiosks are located?

Touch "WEPA Maps" on the kiosk and it will show you where WEPA's are located on your campus.

How do I get a "User PIN" number?

A User PIN number will be issued to you by your school. Note: Not all schools will issue PIN numbers.

Does WEPA participate in "Green Initiatives"?

Yes. WEPA is very concerned about the environment and supports "Duplex" printing. Duplex printing allows printing on both sides of one sheet of paper which helps to conserve paper and trees. Duplex is an option that can be selected when choosing the print options for your document(s). Note: WEPA charges for each side of paper that is printed. Some schools discount duplex printing, so use duplex whenever practical.

If I have a problem printing or need help what do I do?

Once you are logged in, you can mouse-click on "Support Center" (on the WEPA home page). There are several ways to contact us. You can contact us by telephone, email, live chat, or you can submit a ticket concerning your issue. We will solve your issue as soon as possible. If you submit a ticket, it can be tracked on-line by going to our website (www.wepanow.com), mouse-clicking on "Support" and then mouse-over "Ticket System" to display "My-Tickets." To check the status of a ticket you will need your ticket number. Note: To use the WEPA ticket system, you must be a registered user.

My College/University does not have WEPA as their method of printing on campus. How do we get WEPA to bring the WEPA Printing Solution to our campus?

You can contact WEPA at 1-877-GET-WEPA or email us at request@wepanow.com

Can I talk to someone from WEPA if I need to?

Yes. You can call WEPA Support at 1-800-675-7639 or go online to our website (www.wepanow.com), and mouse-click on "Contact Us" then mouse-click on "Live Chat"

Are there any known issues with WEPA?

WEPA only knows of two. (1)When using the Mozilla Firefox browser, make sure you are using version 4.0 or higher. If a previous version is used, it may cause erroneous characters to be printed on your documents. (2) WEPA does not support Mac 10.5 or prior versions. Note: WEPA is vigorously testing the most common browsers to ensure their compatibility. WEPA supports Internet Explorer, Mozilla Firefox, Google Chrome, MAC Safari, and Opera.