

Printer Setup and Troubleshooting

This guide covers how to add a printer using PaperCut and fix common printing problems.

Getting Started With PaperCut

FVSD uses **PaperCut** to manage printers. You do not need to add printers through Windows settings.

First-Time Login

When you first log in to your computer, a PaperCut popup will appear:

1. Click the **Sign in with Microsoft** button
2. Select your FVSD account (or enter your FVSD email if prompted)
3. PaperCut will connect and your school's printers will be available automatically

If the PaperCut Popup Doesn't Appear

- Check the **system tray** (bottom-right corner of your screen, near the clock) — the PaperCut icon may be there. Click it to open it.
- Try restarting your computer — the popup should appear on the next login
- Make sure you're connected to the **school network** (not a personal hotspot)
- If it still doesn't appear, contact IT

Common Printing Problems

Print Job Is Stuck or Nothing Prints

1. Check the PaperCut popup — it may be waiting for you to **confirm or release** the job

2. Try cancelling the job and printing again
3. If jobs keep getting stuck, restart your computer and try again

Printing to the Wrong Printer

When you print, make sure you select the correct printer from the list:

1. Press **Ctrl + P** (or **Cmd + P** on Mac) in your application
2. Click the **printer name** dropdown
3. Select the correct printer
4. If you're unsure which printer is which, check the printer name on the label/sticker on the physical printer at your school

Paper Jam

1. Open the printer's front and side panels
2. Gently pull out any jammed paper — pull in the direction the paper normally travels
3. Check for small torn pieces of paper that may be left behind
4. Close all panels and press the **Resume** or **OK** button on the printer

Do not force the paper — if it won't come out easily, contact IT.

Print Quality Issues (Faded, Streaky, or Blurry)

- The printer may be low on toner or ink — check the printer's display panel for warnings
- Contact IT to request a toner replacement — **do not order toner yourself**

Printing From a Chromebook

1. Open the document or webpage you want to print
2. Press **Ctrl + P**
3. Under **Destination**, click **See more** and select your printer
4. Adjust settings as needed and click **Print**

If your printer isn't listed, contact IT to have it added to your Chromebook's managed printers.

Contact IT

If your issue isn't covered above:

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your **school/site**
 - The **printer name or location** (e.g., "the copier in the main office")
 - What's happening (error messages, lights, symptoms)
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Revision #1

Created 2026-08-06 22:43:54 UTC by Admin

Updated 2026-08-06 22:43:54 UTC by Admin