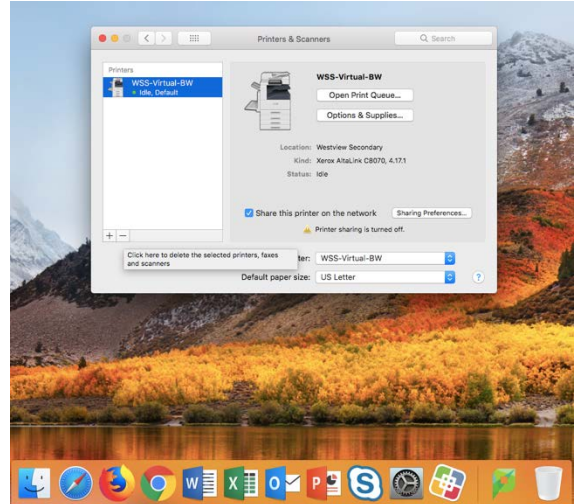
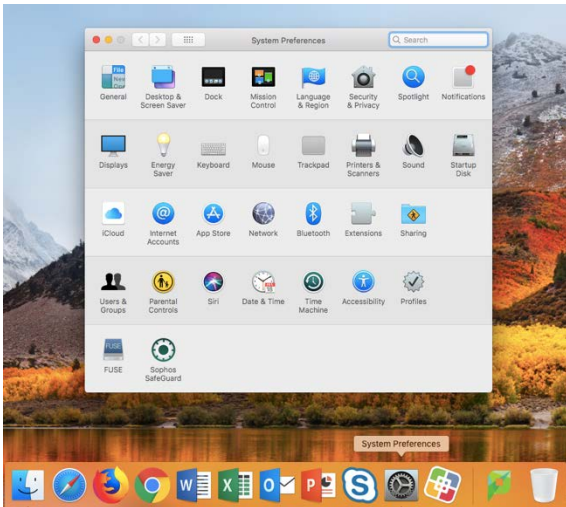


Resolving your MacBook Printing Problems

Please follow the outlined procedure to resolve any issues you may be experiencing with your installed printers.

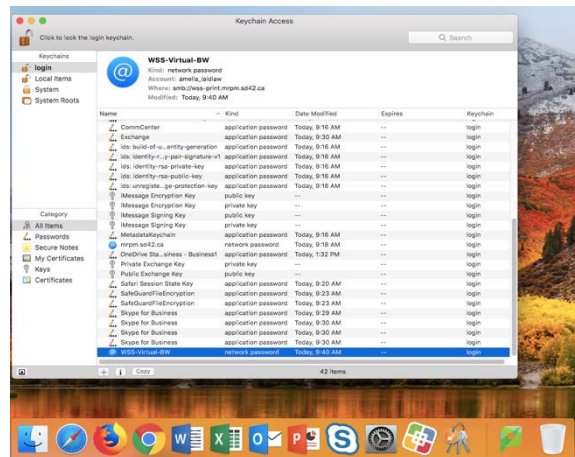
1. Deleting the existing Printers

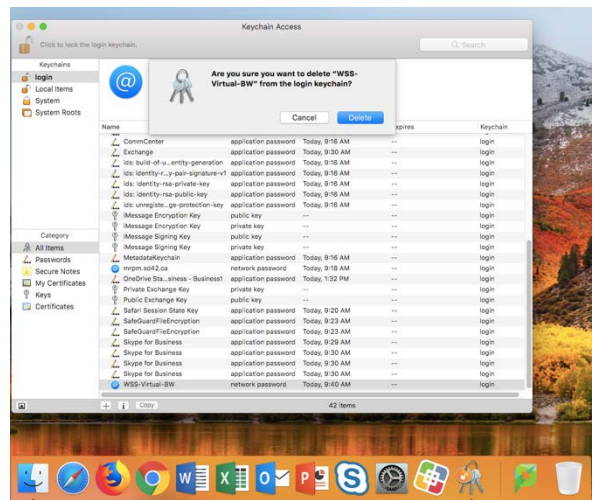
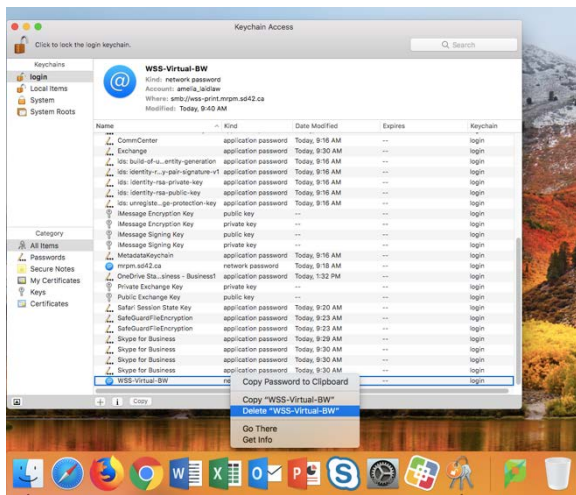
- Navigate to the System Preferences Pane and click on “Printers & Scanners”
- Highlight the printer (to select multiple printers, hold down the Command (⌘) key and click on the printers you wish to delete
- Click the minus symbol (-) and confirm the deletion of the selected printers



2. Removing Stored Passwords

- Navigate to the Keychain Access app
 - Launch “Spotlight Search” by tapping Command (⌘)-Space and inputting “Keychain Access” into the search bar
 - Search for any instances including the printer name (e.g. WSS-Virtual-BW) and delete them

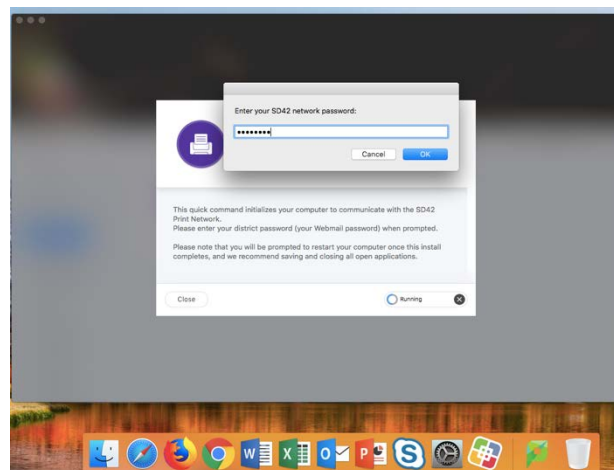
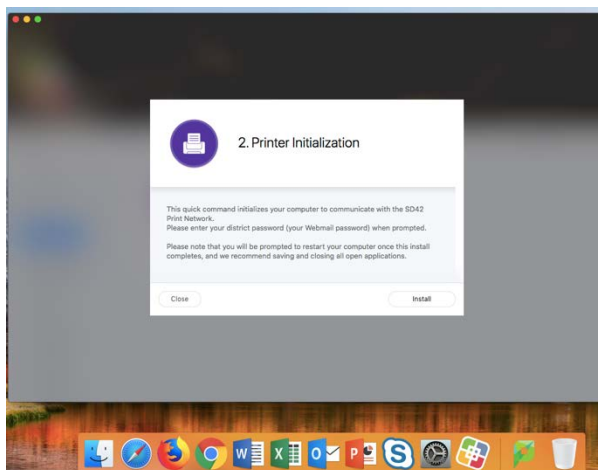
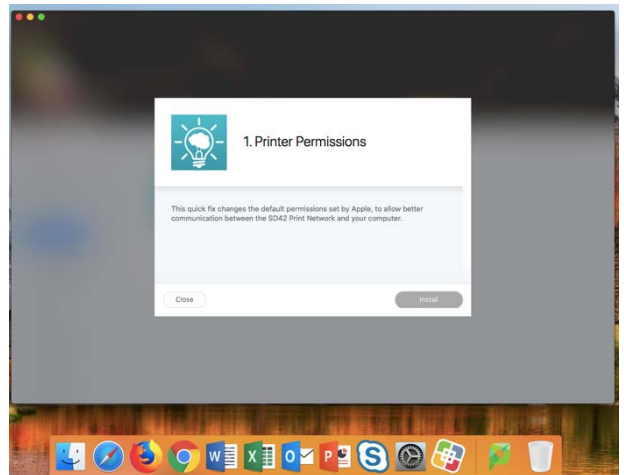
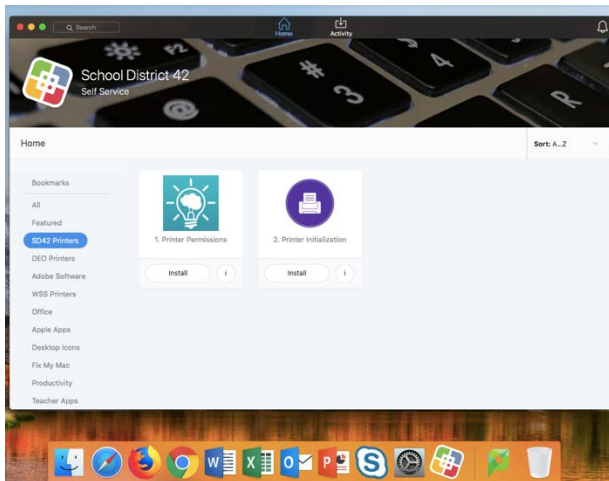




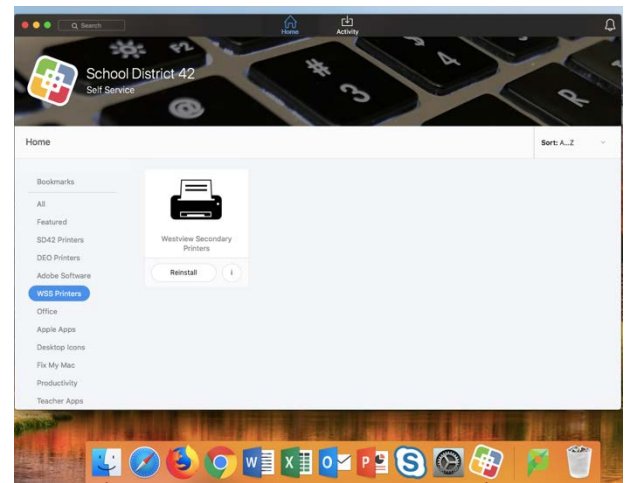
3. Setting up your Printers

- Navigate to Self Service (located in your Dock)
- Select the "SD42 Printers" Category on the left side, and proceed in the following order:
 - Install: "1. Printer Permissions" and wait for completion
 - Install: "2. Printer Initialization" and at the prompt, please enter your District Password.

*** PLEASE ENTER YOUR PASSWORD CORRECTLY FOR THIS TO PROCEED ***
 - Restart your machine



4. After you have logged in to your machine again
 - a. Navigate to Self Service (located in your Dock)
 - b. Select your school printer category from the left side (e.g WSS Printers)
 - c. Install / Reinstall your school printers



5. Confirm your printers are working
 - a. Open up Microsoft Word and click “File -> Print” from the menu
 - b. Enter your password in the box that appears, and be sure to check the box to save your credentials in your keychain
 - i. If this box does not appear, the printer icon in your dock will ‘bounce’ with a small yellow triangle. Click the icon, and to the right of the print job should be a small ‘refresh’ icon
 - ii. Clicking this will ensure the credentials box appears
 - c. A banner across your screen notifying you that your job has been held in a queue will appear, denoting you have successfully printed

