

Frequently Asked Questions

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Lab Login

How do I login to the computer labs?

Your account username and password should be the same as your Citymail. (E.g. example001@citymail.cuny.edu means your username is **example001**).

I've forgotten my password. What do I do?

Your computer login is the same as your Citymail. To reset your password, you can visit the password reset website, <https://reset.ccnycuny.edu/> . You can also visit the Service Desk in NAC 1/301 for further assistance.

Account Funds

How can I add money to my account to be used for printing?

Visit <https://citycollege-sp.blackboard.com/eAccounts/AnonymousHome.aspx> for detailed instructions. There's a \$2 convenience fee, and a required minimum \$25.

How much money do I get to print every semester?

At the beginning of both the Spring and Fall term, \$100 are added to each student's account. For the summer term \$50 is added. This balance does **NOT** carry over to the next term. This means that your account balance will be set to \$100, or \$50 regardless of how much of this money was left from a previous term.

Does the money added to my account carry over?

Only the balance you've added through your CityONECard will carry over.

How can I receive a refund on bad prints?

Submission of a refund request does **NOT** guarantee that the request will be approved. Only prints with issues that can be attributed to a staff, plotter, PC, or network issue are guaranteed to be refunded. We are not liable for prints made by someone else on your account; So please be mindful, and logout at the end of your

session. You must have the name of the file, dimensions, and if available, any bad prints on hand to submit a request. You can ask a CadLab assistant for help with the refund.

Can I receive a refund on prints made by someone else on my account?

We will not be issuing refunds to students who have had their account credentials stolen, or students who forget to logout, and have their account funds used by someone else.

When will I receive a refund on bad prints?

Refunds will be issued **within 2 business days** from the time the request is submitted. Submission of a refund request does NOT guarantee that the request will be approved. Only prints with issues that can be attributed to a staff, plotter, PC, or network issue are guaranteed to be refunded.

How can I view my CityONECard account?

You may access your account online via the eAccounts site. Here you can see your balances and transactions for each account. You may also make deposits using a credit card. Refer to How to Deposit Funds above at <https://citycollege-sp.blackboard.com/eaccounts/> – a convenience fee may apply for online deposits

What happens if I lose my CityONECard?

You should access your online eAccount or notify the ID Card office located in the NAC 1/204 to change the card status to “LOST” to eliminate the possibility of someone finding and using your card. You may obtain a new card for a replacement fee at the ID, at which time your old card will be deactivated and no longer work. Please be aware that you remain responsible for card transactions and costs prior to deactivation. Falsifying, altering, or misusing your own or anyone else’s ID card in any way is strictly prohibited by the college.

Can I withdraw cash from my CityONECard fund accounts?

No. Your CityONECard is not an ATM card. You do not have the ability to withdraw cash from it.

At the end of the year, what happens to cash remaining in Flex accounts?

Flex – Beaver Bucks automatically roll over from one semester to the next. Upon withdrawal, graduation, or termination of employment from the college, holders must request refunds in writing. Proof of separation from the college may be required; all City College liabilities must be settled before the check will be processed. **Flex – Beaver Bucks** never expire.

What is the difference between Dining Dollars and Beaver Bucks accounts?

Dining Dollars are associated with food & beverage purchases and can be used only in campus dining facilities and equipped vending machines. Dining Dollars expire at the end of the academic year (May 31st) with all accounts zeroed. You must spend your **Dining Dollars** down to a zero balance; you may not withdraw the balance at the end of the academic year. Watch for communications announcing “use by or lose” date(s).

Why can't parents view students' account balances and activity online?

According to the Family Educational Rights and Privacy Act (FERPA), we are unable to share this information. FERPA protects students' privacy. However, the student may share the password to their online account, allowing a parent to sign in.

Can parents or family members deposit money into my Dining or Flex account?

Yes, family members may make deposits into your Dining or Flex (Beaver Bucks) account by going to the eAccount website <https://citycollege-sp.blackboard.com/eaccounts/> and click on “**make a guest deposit**”. They will need your ID card number (located on the back of your ID card just below the bar code) together with your last name. Be sure to note the Dining Dollars account receives a Bonus for each deposit in excess of \$50 – PLUS you save tax on all food purchases at all dining locations on campus. Flex account dollars are accepted at the campus Bookstore for all your textbook and supplies, at select vending machines around campus with Readers and at all dining locations. Flex account purchases do NOT provide the tax savings benefit your Dining Dollars account offers.

Can I transfer my funds to a friend?

Only funds that you've paid for are transferable. The funds given to you at the beginning of every term are not transferrable and expire at the end of every term. To transfer funds both you and your friend must be present with a valid form of ID. You can ask a CadLab assistant for help with this request.

Printing

What printer should I use?

Each printer specifies the dimensions it supports, and whether it can print color or black and white (B&W). To use the DesignJet plotters you must use one of the printing stations in front.

Should I select the printer with PS or PCL suffix?

PS for all Adobe software. PCL for all others.

How are the preset sizes determined?

These sizes are the main paper size standards in use around the world.

Can I print custom sizes?

Yes. Custom sizes are \$18 regardless of size.

My print is disappearing! Help?

Follow the printing instructions posted in the lab.

How can I compress my project file to transfer it to a PC in the lab?

Save the file as a PDF. If you need to print this project, you can follow the printing instructions posted.

Why does my file need to be printed to PDF?

The different software used in the lab often encodes the data in your design in a way that this software can understand. This data does not always relate to how your design looks but to how certain layers are separated or how certain objects are related. This additional data is useless and unreadable to the plotter. Printing to PDF flattens your design, and gets rid of all of this additional information that the plotter does not need nor understand while still preserving every aspect of your design. Printing to PDF will greatly reduce your file size and prevent your file from disappearing from the queue.

Why do color in prints look different than they do on my screen?

For many reasons, it's close to impossible to make your plotted output match the colors you see on the screen. Screens use the additive RGB color space, while plotters use the subtractive CMYK system.

Miscellaneous

Need help with software or hardware?

Please email servicedesk@ccny.cuny.edu or call 212-650-7878. Include a full description of your problem and your contact information, so that the right technical personnel can reach out to you.

NOTE: We cannot provide school software, or license to machines without a CIT number.

How can I get access to free Wi-Fi?

You may connect to CCNY-WiFi by using your Citymail credentials if you are a registered student for the current semester. If you are a visitor, you can connect to CCNY-Guest to join the network and filling out the form that pops up.

I cannot access the Wi-Fi or my Citymail account. Help?

Please visit the OIT Service Desk in the NAC building Room 1/301 (phone: 212-650-7878, email: servicedesk@ccny.cuny.edu).

My files are disappearing after every session. How can I recover them?

We encourage students to save all their work on external USB drives. All computers in the labs and studios will automatically delete any saved files on them when they are restarted. This will help against malware, unwanted changes, and will allow us to more efficiently perform upgrades or maintenance to the machines.



Pricing

Wide Format

NAME	WIDTH	HEIGHT	DESIGNJET T790 / DESIGNJET T1100
A0	33.11"	46.81"	\$11.00
A1	23.39"	33.11"	\$8.50
A2	16.54"	23.39"	\$5.50
A3	11.69"	16.54"	\$4.25
A4	8.27"	11.69"	\$2.75
A5	5.83"	8.27"	\$2.25
A6	4.13"	5.83"	\$1.35
ANSI A	8.5"	11"	\$2.75
ANSI B	11"	17"	\$4.25
ANSI C	11"	22"	\$5.50
ANSI D	22"	34"	\$8.50
ANSI E	34"	44"	\$11.00
ARCH A	9"	12"	\$3.00
ARCH B	12"	18"	\$4.50
ARCH C	18"	24"	\$6.00
ARCH D	24"	36"	\$9.00
ARCH E	36"	48"	\$12.00
ARCH E1	30"	42"	\$10.50
ARCH E2	26"	38"	\$9.50
ARCH E3	27"	39"	\$9.75
CUSTOM SIZES	36" (MAX)	72" (MAX)	\$18.00

Narrow Format

NAME	WIDTH	HEIGHT	COLOR	BLACK & WHITE
LETTER	8.5"	11"	\$0.20 PER PAGE	\$0.10 PER PAGE
TABLOID	11	17	\$0.20 PER PAGE	\$0.10 PER PAGE