

## Printing – Troubleshooting Printing

Here are some steps to take before calling 1286:

1. In Citrix: If you have no printers installed, save your files and reboot your session (not your local computer). Log off from the Citrix Start menu, wait a moment and log back on. This usually fixes the problem. If you click on the X in the upper right-hand of the Citrix session window, you have not properly logged off, and your printer problem will not fix. You must log off properly. If this does not fix the problem then log off your Citrix session and check to see if you have printers installed on your local machine by following step 2.
2. Outside of Citrix: Check to see if the network installed printers on your machine.
  - a. Click on START > Printer & Devices. If you find no printers listed, then save your files and reboot your computer, and once rebooted, check again for printers, as this usually fixes the problem.
  - b. If there are still no printers installed, call 1286 and we will look into the problem.
3. Is the printer on? Check the printer for power. Is there an error message on the printer display? If there is an error, or the printer is dark, call 1286 to let us know and we will figure it out.
4. Is there paper in the paper tray? Usually this results in an *Out of Paper* error on the display, but sometimes not. Replenish the paper. Usually this action will allow your job to print, but if not, try your print job again.
5. If all looks well, and your print job appears to be being sent to the printer, make sure your sending to that printer.
  - a. Click on START > Printer & Devices. Check that the printer you want to send to is selected as your default printer (look for the green check mark in the printer icon). if not, right click on the printer and click on *Set as default printer*.
  - b. Close this window and try your print job again.

If you are still having problems, please call us at 1286 for help.