Franklin OIT provides print management services for networked printers. This includes print queue management and availability.

**Benefits of Service**

- Central access control management for networked printers and copiers
- Mass deployment of devices

**Requesting Use and Support**

Franklin College faculty and staff can request support for managed printers or request that printers be added to print management by contacting the helpdesk at:

- Submit a ticket
- Email the helpdesk
- Call 706-542-9900

**Current Rates for Service**

This service is available at no charge to Franklin College faculty, staff, and graduate students for use with state-owned equipment.

**Additional Documents and Information for Service**

**Need Help?**

- Gilbert Hall - Applying User Codes to Print to 2nd Floor Copiers
- How to Add a Printer Using it’s IP Address
- Xerox ColorQube 9201 Printing Configuration

**Client Responsibility**

- Purchase printing supplies such as toner and paper
- Report issues with printing or print management to the helpdesk for assistance

**OIT Responsibility**

- Maintain infrastructure hardware and software to ensure the availability of the service
- Provide quotes for printers which can be supported through this service
- Troubleshoot and address issues related to print queues and print management