

Unicard FAQ

For School of Medicine Faculty, Staff, Residents, Fellows and general public

❖ **What is the Unicard?**

The Unicard is a card used for printing and copying. It works with Uniprint software, a printer and photocopier management system.

❖ **How do I get the Unicard?**

Unicards may be purchased from the Circulation Desk during regular business hours.

Cash or check only.

PLEASE NOTE: Unicard balances are non-refundable and the School of Medicine Library is not responsible for lost or stolen cards.

❖ **How much credit is on a Unicard?**

Unicards purchased for a \$5.00 will have a \$4.50 credit on them. Unicards purchased for \$10.00 will have a \$9.50 credit on them. There is a \$.50 charge for the card.

❖ **How much does printing and photocopying cost?**

The charge for black/white printing is \$.10 per page, \$.50 per page for color printing and \$.10 per page for photocopying. Duplex printing and photocopying count as two pages.

❖ **How do I print from a computer?**

- Send a print job to the “B&W Printer” or the “color printer”.
- When the pop-up window appears, type the Unicard number in the first field. The number begins with 99.
- Type the print job name in the second field.
- Select the “Print” button.
- Go to the copier. Copiers located in each computer pod will print black/white. If you selected the color printer you **MUST** use the copier located in Pod 1 (the pod closest to the Circulation Desk) to print color.
- Swipe your Unicard and follow the instructions on the screen.

❖ **How do I check my Unicard balance?**

- Go to either copier.
- Swipe your Unicard.
- Your balance will be displayed
- To exit, hit “ok” and then hit the “access: button twice or you will be automatically logged off after 30 seconds.

❖ **Am I charged for two pages for duplex or double-sided pages?**

Double-sided pages count as two pages for printing and photocopying. Duplex printing incurs the same cost as two pages of simplex or single-sided printing. The only savings is one less piece of paper. Duplex printing is available when using either the black/white printer or color copier.

❖ **What happens to print jobs that are sent to the copier, but are never released?**

A print request will automatically be removed from the server if it has not been released within 24 hours. You will not be charged for those requests.

❖ **Can I get a refund for a bad print job or photocopy?**

We do not give refunds or reimbursements. The only time we make an exception is when there is an equipment failure. You should view the print preview before sending a print job.

❖ **Where can I use the Unicard system?**

The Unicard system can only be used in the School of Medicine Library.

❖ **Who do I contact if I have problems using the Unicard system?**

Please contact the staff at the Library Circulation desk if you have problems.

❖ **What if I have additional questions or concerns about the Unicard system?**

Please contact Karen McMullen by email (Karen.mcmullen@uscmed.sc.edu) or by phone at 216-3207.