

PRINTSPOT REFUND REQUESTS POLICIES & PROCESSES

GET STARTED

Requests must be submitted at the time of the incident or no later than the next day.

Print credits are granted for printing problems that are the result of:

- Printer jams
- Poor print quality
- Server network problems

User errors, such as typos, printing the wrong document, printing too many pages of the document or improper usage of staplers or hole punchers are not creditable. The PrintSpot Manager will review the request. After review, the PrintSpot Manager will respond via email for any request denied or approved.

Please submit 'bad' print jobs at one of the three Academic Computing Services Lounges/Labs the same day or the next working day (Monday-Friday).

MAIN CAMPUS

Business Building 2.01.20
Monday - Friday, 8:00 AM - 7:00 PM

John Peace Library 2nd Floor - Tech Support Counter
Monday - Friday, 8:00 AM - 7:00 PM

DOWNTOWN CAMPUS

DT Library 2.314 - Tech Support Desk
Monday - Thursday, 8:00 AM - 7:00 PM & Friday 8:00 AM - 4:30 PM

POLICIES & PROCESSES

HOW TO SUBMIT A REFUND REQUEST

1. Go to: <https://www.utsa.edu/uts>
2. Select the **Student Services** tab and click **PrintSpot Printing**
3. On the PrintSpot web page, scroll down to Request A Refund and click the **Log in to Your Account** link
4. Log in by typing in your MyUTSA ID (abc123) and password
5. On the Web Print website page, select **Recent Print Jobs**, scroll through the print jobs listed to locate the job(s) you want to request a refund for, and **request refund**
6. On the Refund Request screen select either **Full amount** or **Partial amount** (if you kept some pages from the same print job), click on the **Reason for Request** text box and type a detailed description of the problem, and click **Send**.

HOW TO SUBMIT A REFUND REQUEST APPEAL

1. Email TechCafe@utsa.edu with a “Refund Request Appeal” subject line and a description
2. Log in to the UTSA Tech Café – Self Service Support portal to submit and track a service request.
 - a. Go to: <https://support.utsa.edu/>
 - b. Log in using your UTSA email and passphrase