Department of English <u>Copier/ Scanner Procedure</u>

Prepared by: Nicole Cochran   Date: 8/8/2011 11:00 AM
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1) The English Department Front Desk Student Assistants will fill each copy machine with paper daily. If the machine is out of paper, please let the Front Desk Student Assistants know. **Office Location:** 421 Denney Hall Front Desk   **Phone:** 614-292-6065   **Email:** english.admin@osu.edu

2) If the copy machine becomes jammed and you are unable to fix it after 2 minutes, please call Uniprint: 614-292-2000 and place a service request. Simply give the machine ID # _____, your name, and phone number (for ease, give the front desk phone number 2-6065 if you prefer) to the Uniprint representative. Let them know the machine is jammed and a Uniprint representative is needed to fix the issue. Uniprint is contracted to reply to service requests within 20- 40 minutes.

If you prefer, or time is of the essence, please ask the Front Desk Student Assistants to place the service request call to Uniprint on your behalf. **Office Location:** 421 Denney Hall Front Desk   **Phone:** 614-292-6065   **Email:** english.admin@osu.edu

3) Please place the "COPIER TEMPORARILY OUT OF ORDER" sign on the copy machine.

4) Proceed to another copy machine to complete your copying job.

5) If time is of the essence, please ask the Front Desk Student Assistants to assist you with your copying job. **Office Location:** 421 Denney Hall Front Desk   **Phone:** 614-292-6065 **Email:** english.admin@osu.edu

6) For additional assistance or questions with the copy machines, please contact the Front Desk Student Assistants. **Office Location:** 421 Denney Hall Front Desk   **Phone:** 614-292-6065   **Email:** english.admin@osu.edu