

# Hobart and William Smith Colleges

# Print Services

## Online Storefront User Guide

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To access the Storefront: [Printing.HWS.edu](http://Printing.HWS.edu)

If at any time you have questions, please do not hesitate to contact us at  
[printservices@hws.edu](mailto:printservices@hws.edu).

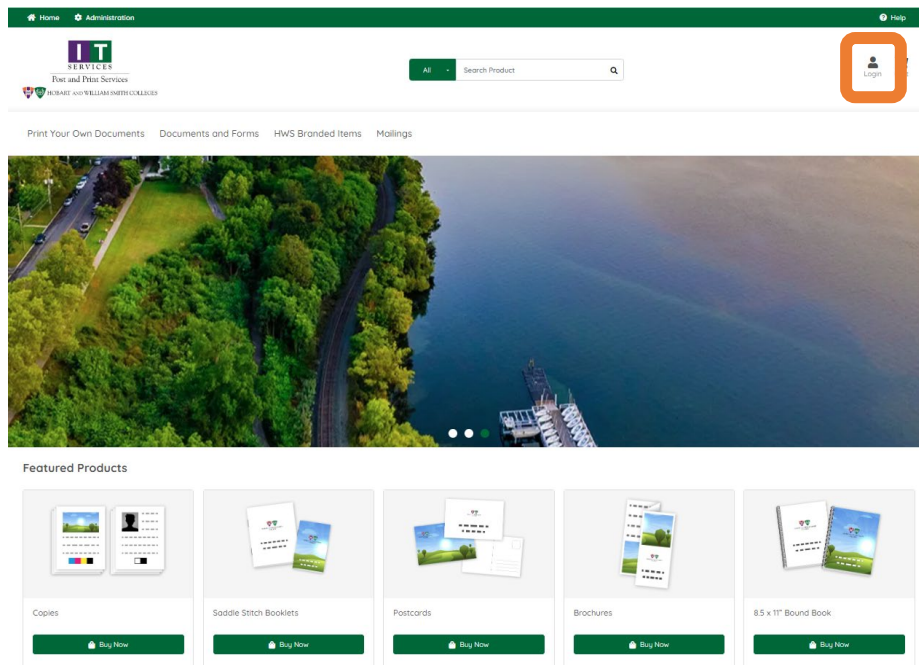
Thank you.

# How to Register as an HWS Employee

1

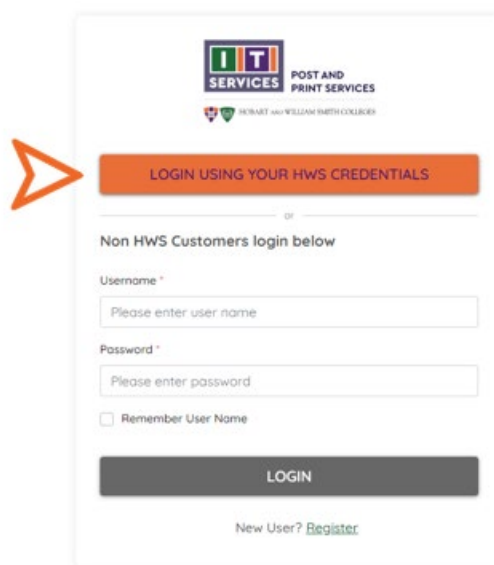
Navigate to the Print Services Storefront URL: <https://printing.hws.edu/>

On the home page, click **Login**.



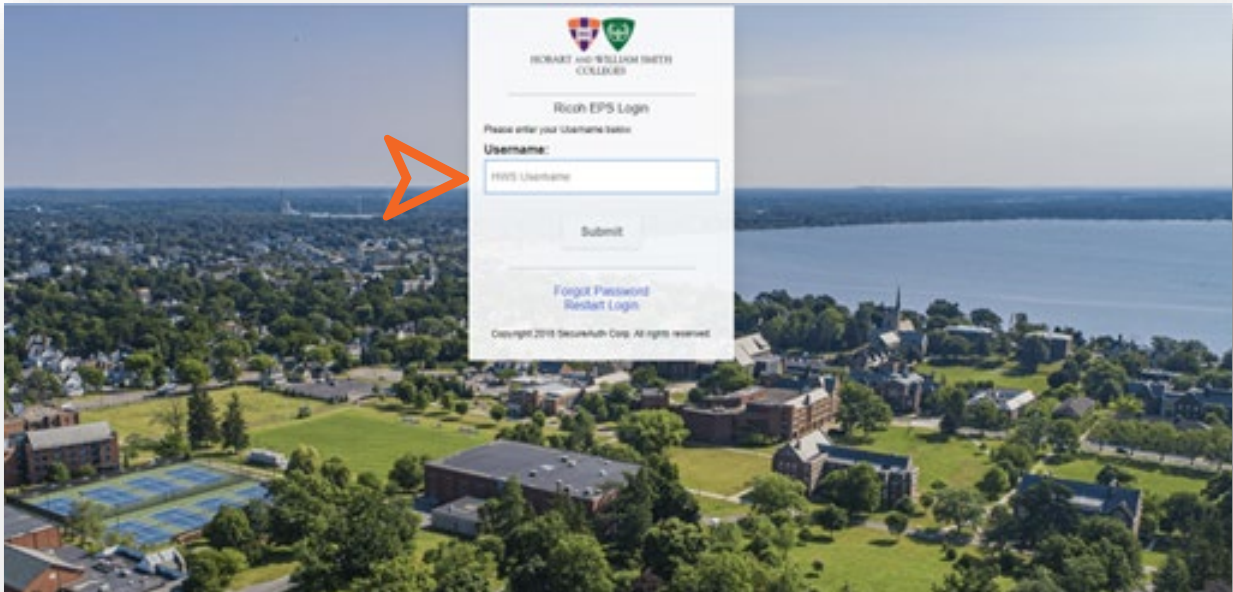
2

Click the orange block **LOGIN USING YOUR HWS CREDENTIALS**.



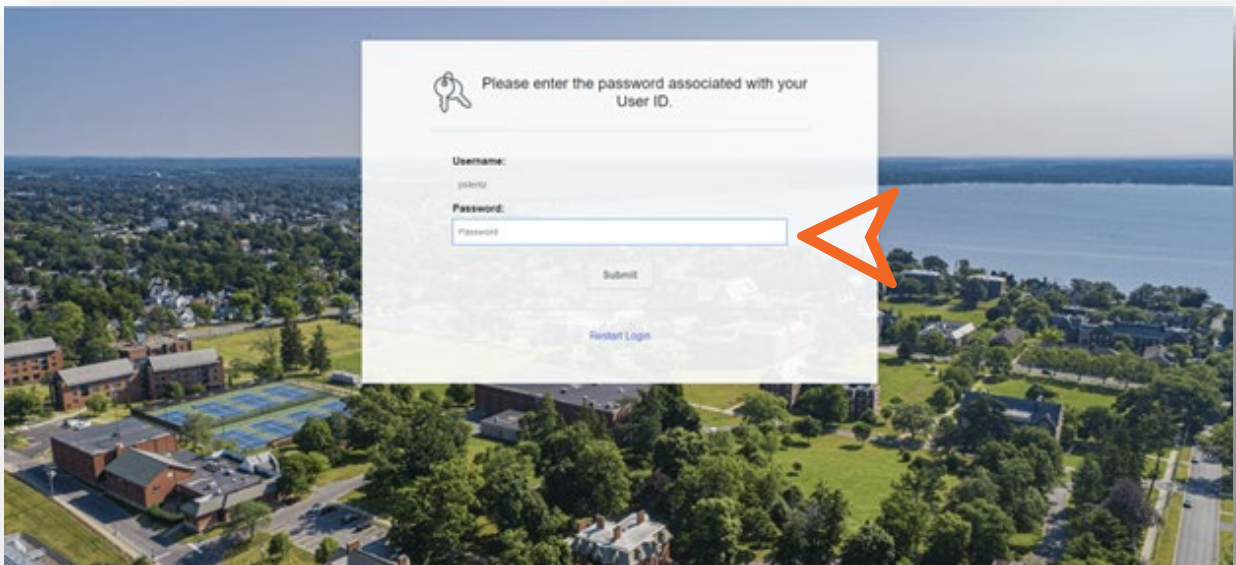
3

When prompted, enter your HWS username and click **Submit**.



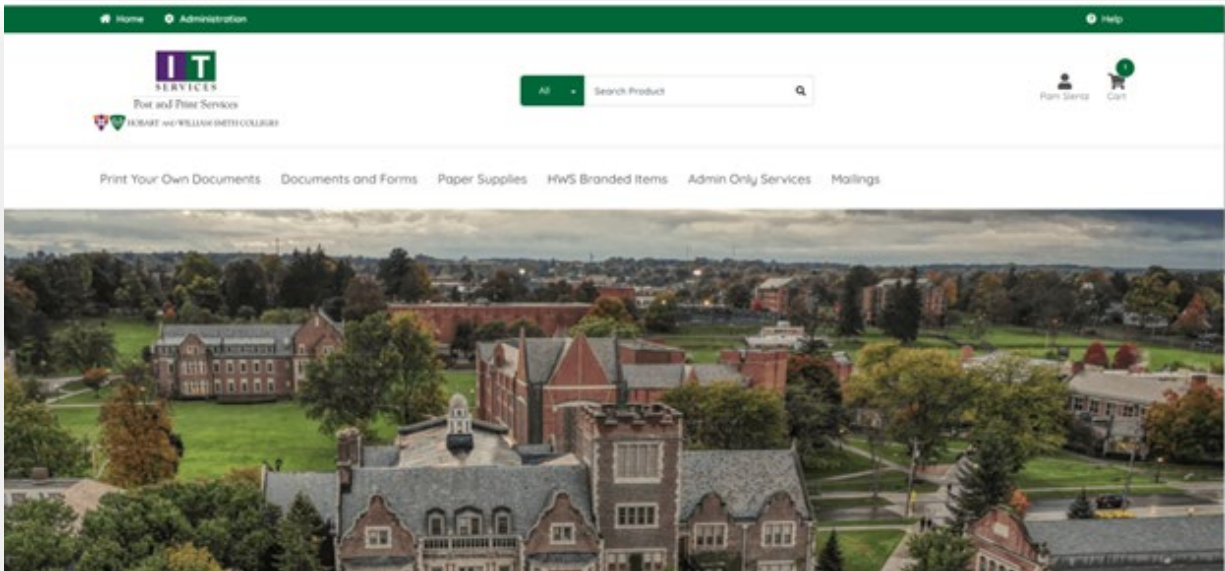
4

Enter your HWS network credentials and click **Submit**.



5

You are now logged into the HWS Print Services Storefront.

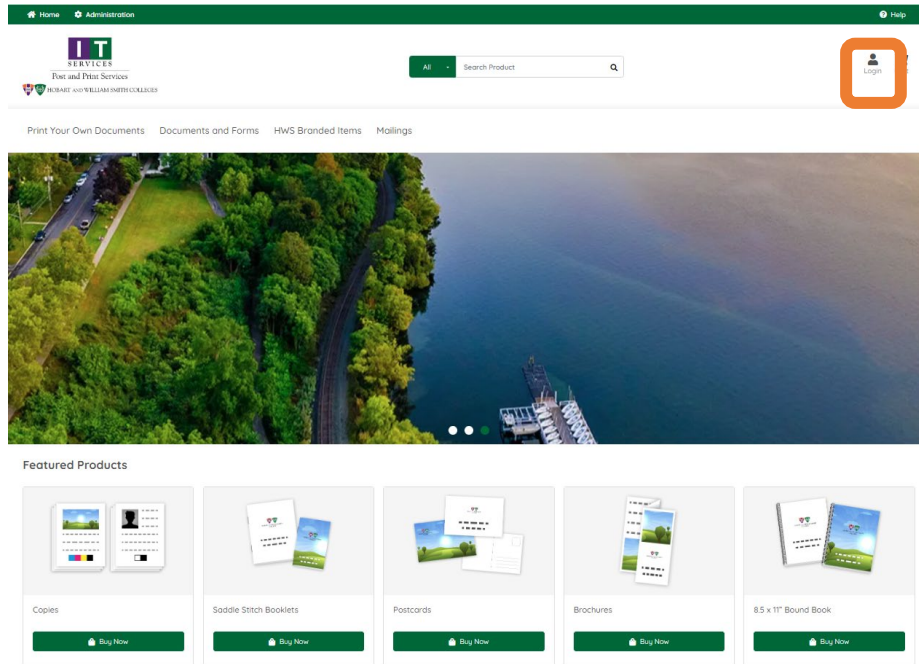


[Click here for instructions on Navigating the Site.](#)

# How to Register as an External Customer

1

Navigate to the HWS Print Services Storefront URL: <https://printing.hws.edu/>  
On the home page, click **Login**.



2

Click **New User? Register**

The screenshot shows the login page of the HWS Print Services Storefront. At the top, there is the logo for 'IT SERVICES POST AND PRINT SERVICES' at 'ROBERT AND WILLIAM SMITH COLLEGES'. Below the logo, there is a button labeled 'LOGIN USING YOUR HWS CREDENTIALS'. Underneath this button, there is a section for 'Non HWS Customers login below'. This section contains a 'Username \*' field with the placeholder text 'Please enter user name', a 'Password \*' field with the placeholder text 'Please enter password', and a checkbox labeled 'Remember User Name'. At the bottom of the login form, there is a 'LOGIN' button. Below the login button, there is a link that says 'New User? Register' with an orange arrow pointing to it.



3

Within the Create an Account screen, enter all required information and then click the **Submit**.

### Create an Account

**ACCOUNT INFORMATION**

<b>Username *</b> <input type="text" value="Enter Username"/> <small>This field is required</small>	<b>Password *</b> <input type="text" value="Enter Password"/> <small>This field is required</small>	<b>Re-enter Password *</b> <input type="text" value="Re-enter Password"/>
<b>Secret Question *</b> <input type="text" value="What high school did you graduate from?"/>	<b>Security Answer *</b> <input type="text" value="Enter Security Answer"/>	

**PERSONAL INFORMATION**

<b>First Name *</b> <input type="text" value="Enter First Name"/>	<b>Last Name *</b> <input type="text" value="Enter Last Name"/>	<b>Email *</b> <input type="text" value="Enter Email"/>
<b>Phone Number 1 *</b> <input type="text" value="Enter Phone Number 1"/>	<b>Title</b> <input type="text" value="Enter Title"/>	<b>Company</b> <input type="text" value="Enter Company"/>
<b>Department</b> <input type="text" value="Enter Department"/>	<b>Cost Center</b> <input type="text" value="Enter Cost Center"/>	

**CONTACT INFORMATION**

<b>Address Line 1 *</b> <input type="text" value="Enter Address Line 1"/>	<b>Address Line 2</b> <input type="text" value="Enter Address Line 2"/>	<b>Address Line 3</b> <input type="text" value="Enter Address Line 3"/>
<b>Zip/Postal Code *</b> <input type="text" value="Enter Zip/Postal Code"/>	<b>City *</b> <input type="text" value="Enter City"/>	<b>State/Province/Region *</b> <input type="text" value=""/>

**Choose Facility \***

**HWS PRINT SERVICES**  
300 Pulteney Street  
Geneva  
NY  
14456  
3157813520

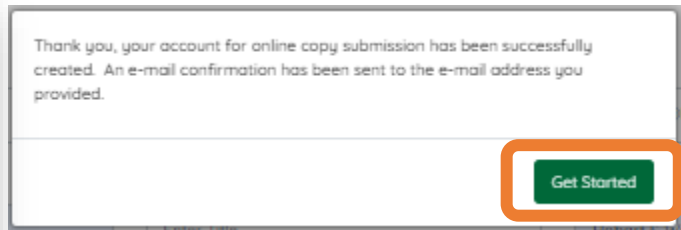
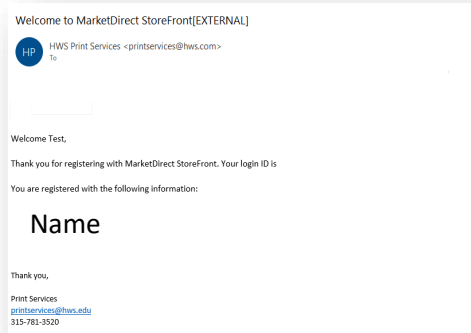
[Please click here to choose/change your facility](#)

By clicking the Submit button, you agree to [Terms & Conditions](#)

4

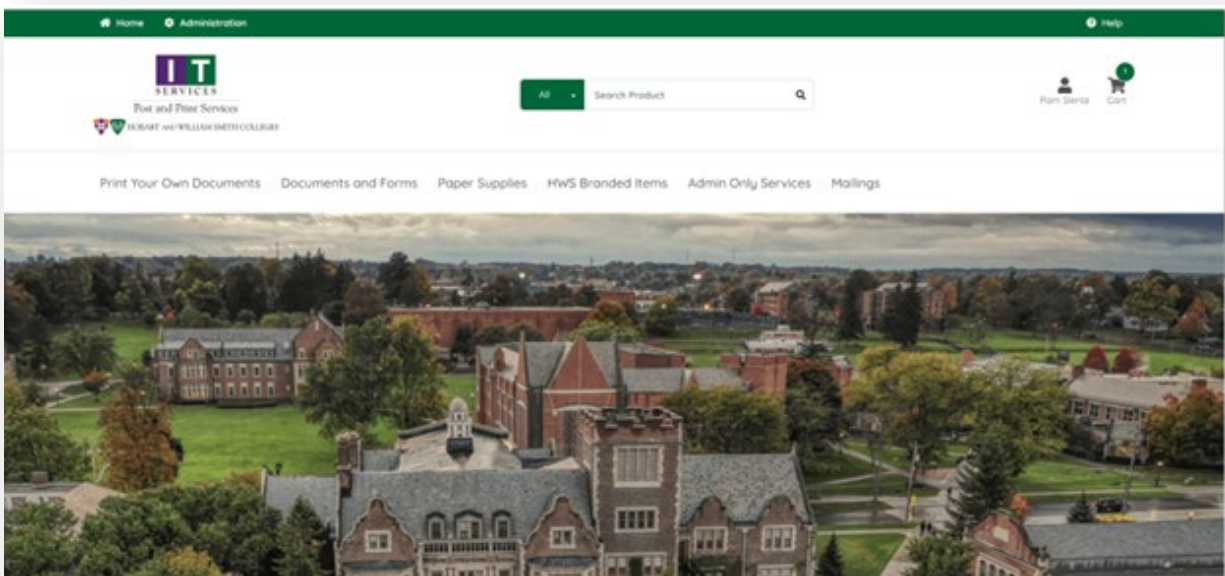
A Popup confirmation will appear sharing that an email will be sent to the address provided.

From the Popup click **Get Started**.



5

You are now logged into the HWS Print Services Storefront.



[Click here for instructions on Navigating the Site.](#)

# How to Navigate the Storefront Page

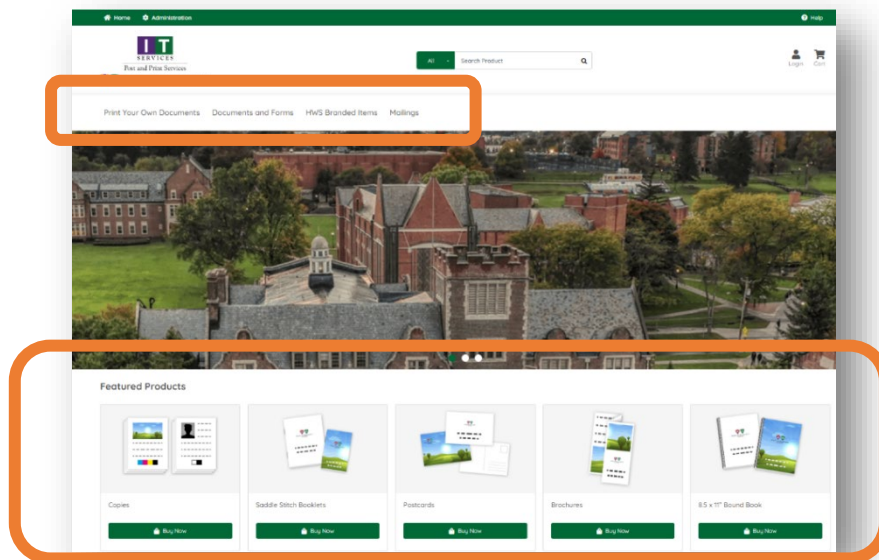
1

Now that you are registered and logged in you can begin to navigate throughout the site.

Browse through the different product categories by clicking on the titles in the top navigation bar or clicking the visual associated with the product under the Featured Products bar.

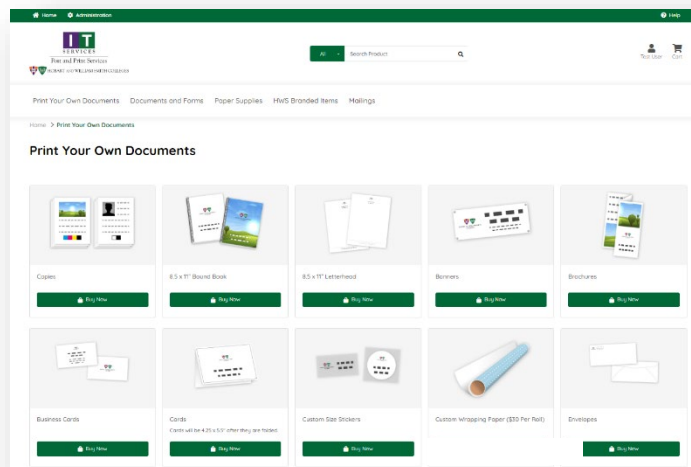
Note: Some of our main categories will have sub-categories associated with them.

To view those sub-categories, hover your mouse over the name of the main category in the top navigation bar.



2

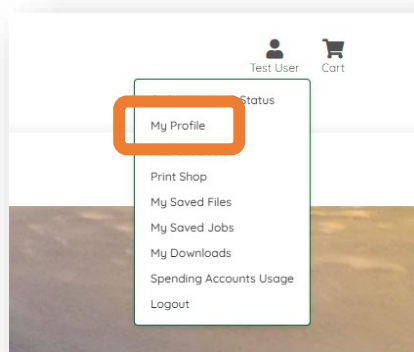
Once you have selected your desired category, you will see the products available. Here you can select the product you would like to order.





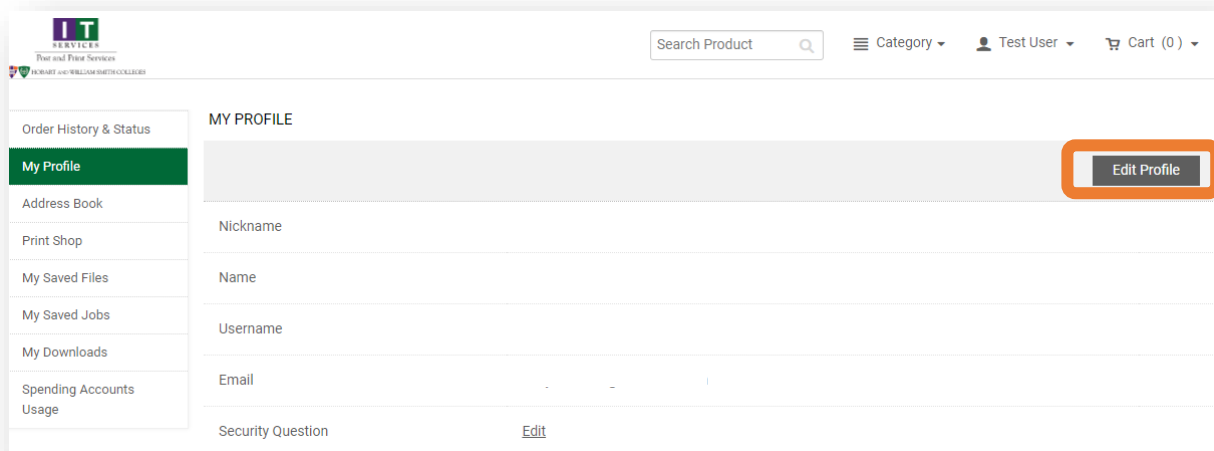
3

To view your Order History, Order Status, Saved Jobs, change or update your Profile Settings, return to the site homepage, click the user icon in the top right-hand corner, select **My Profile**.



4

To make changes to your profile information: In the My Profile section select **Edit Profile**.



5

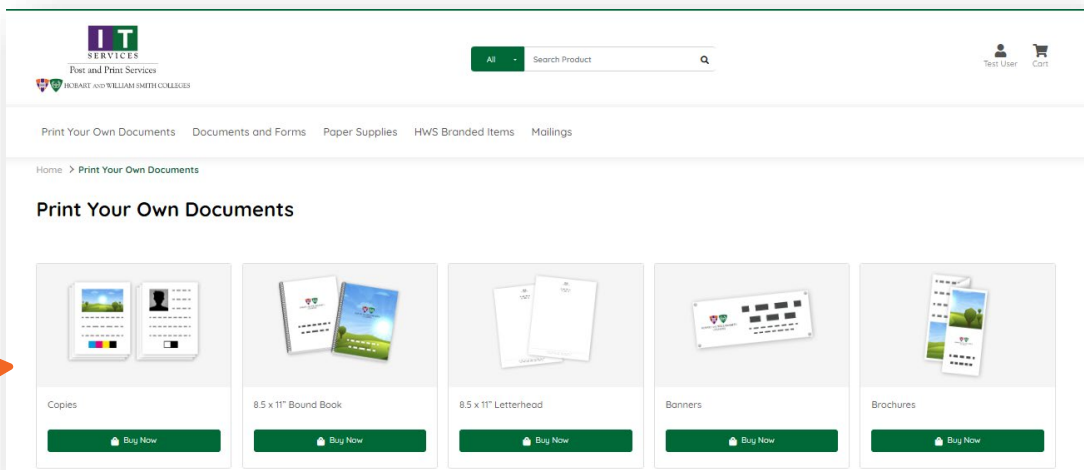
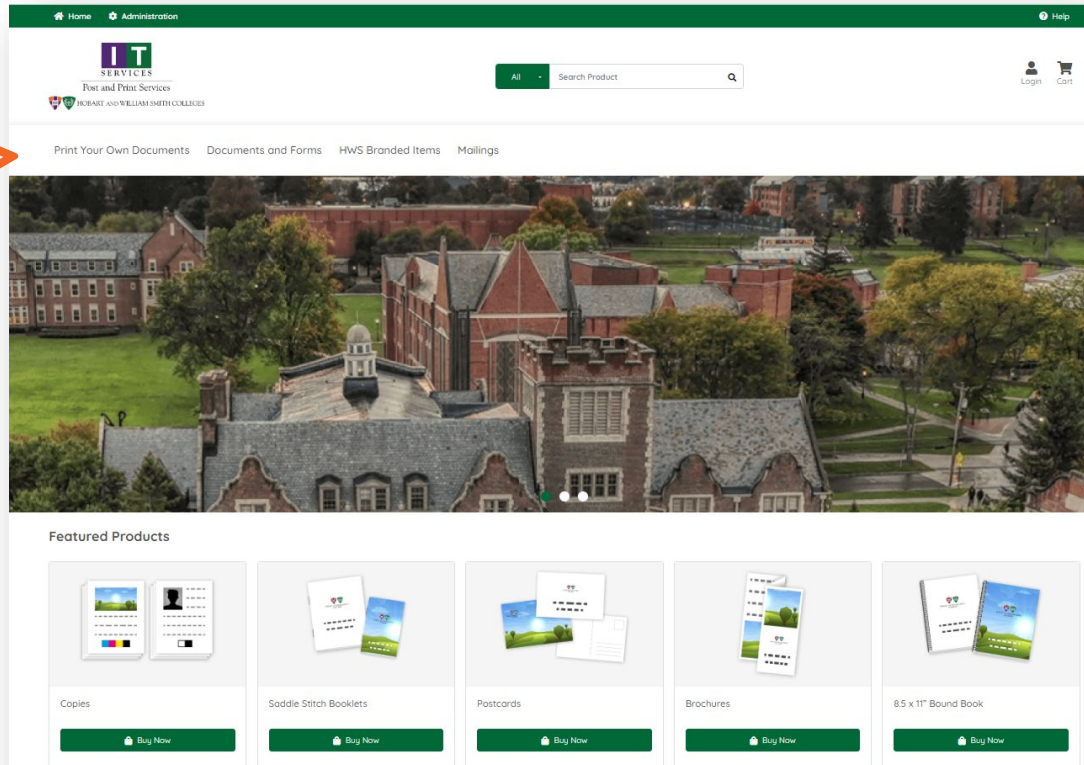
Make sure to click **SAVE** button at the bottom of the page to secure your changes.

# How to Order an Ad Hoc Product

1

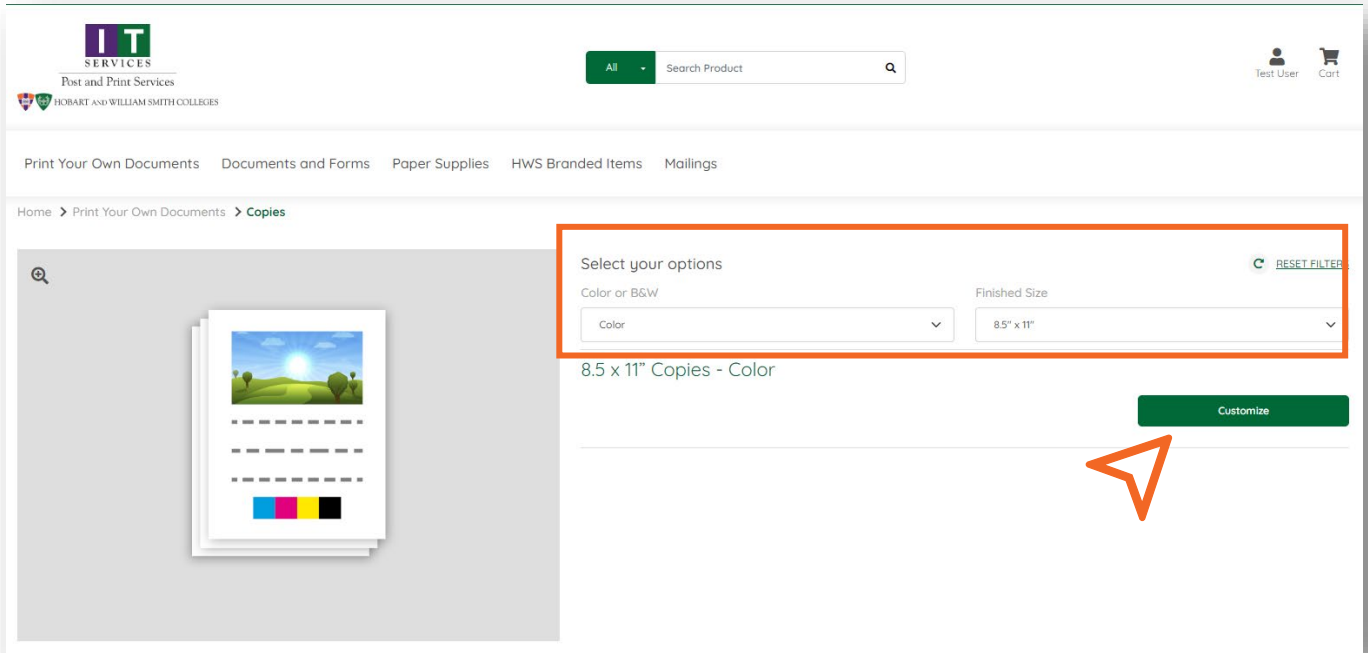
Click **Print Your Own Documents**, then choose your preferred product.

This tutorial will assume basic copies. Click **Copies**.



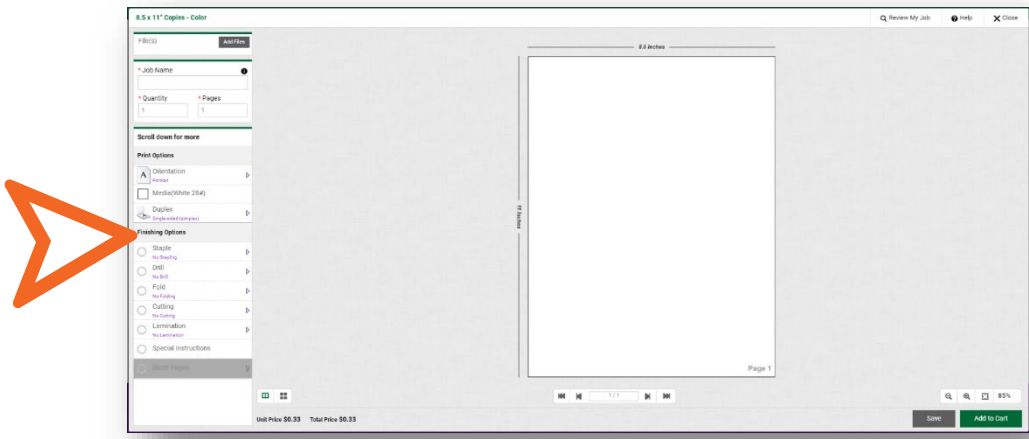
2

For this example, we will be choosing Color and 8.5 x 11.  
After you've made those selections, click **Customize**.



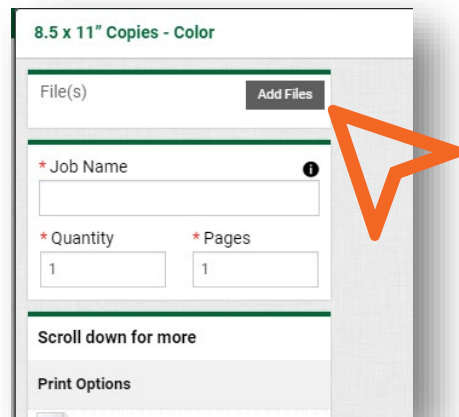
3

You will be directed to the Visual Product Builder page. Here is where you will choose all print and finishing options available for your print job.  
Start by giving your print job a name. It is best to choose a name that you can easily identify in your order history for easier tracking and re-ordering.



4

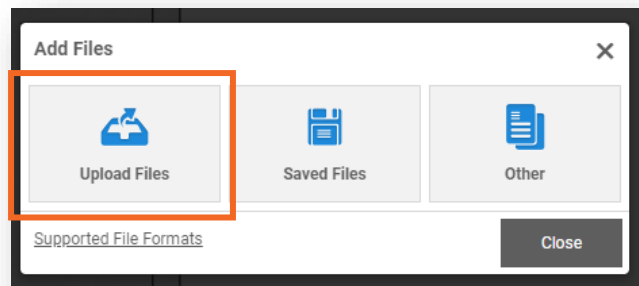
Next, you need to upload the file(s) you want printed. Click the **Add Files** button.



The screenshot shows a form titled "8.5 x 11\" Copies - Color". At the top, there is a "File(s)" input field with an "Add Files" button to its right. Below this, there are fields for "\* Job Name", "\* Quantity" (set to 1), and "\* Pages" (set to 1). At the bottom of the form, there is a "Print Options" section. An orange arrow points to the "Add Files" button.

5

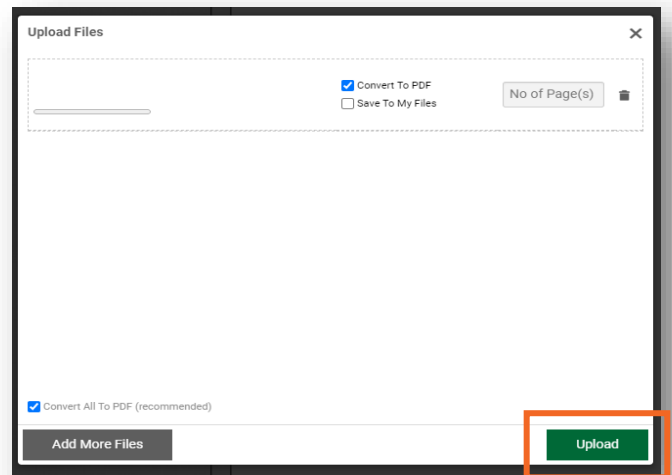
In this pop-up screen, click **Upload Files**. This will direct you to your file explorer. Choose the file(s) you want to upload and click **Open** within your file explorer.



The screenshot shows a pop-up window titled "Add Files" with a close button (X) in the top right corner. It contains three main options: "Upload Files" (with a folder and plus icon), "Saved Files" (with a floppy disk icon), and "Other" (with a document icon). The "Upload Files" option is highlighted with an orange box. At the bottom, there is a "Supported File Formats" link and a "Close" button.

6

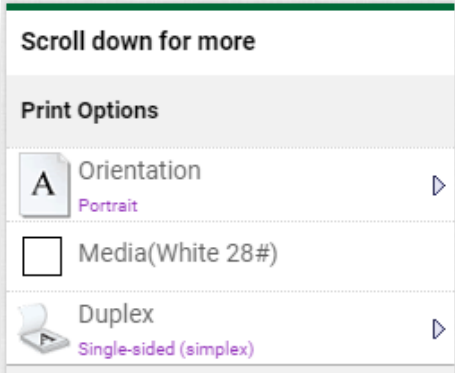
Once you have chosen all of your file(s), click **Upload**. They will now display in the Virtual Product Builder.



The screenshot shows a pop-up window titled "Upload Files" with a close button (X) in the top right corner. It features a dashed-line box for file selection, a "Convert To PDF" checkbox (checked), and a "Save To My Files" checkbox (unchecked). Below this, there is a "No of Page(s)" field with a trash icon. At the bottom, there is an "Add More Files" button and an "Upload" button, which is highlighted with an orange box.

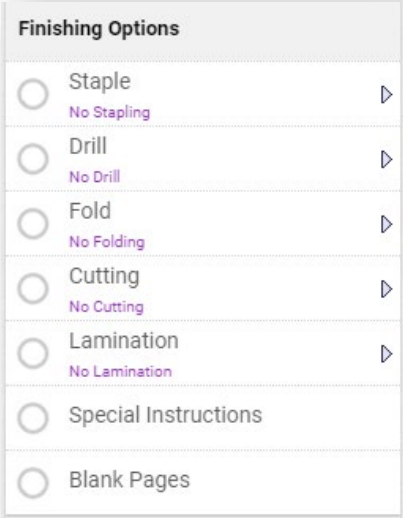
7

Now that your file(s) are uploaded, you can begin selecting your Print Options. You can choose between printing your document One or Two-Sided as well as Media and Single or Double Sided.



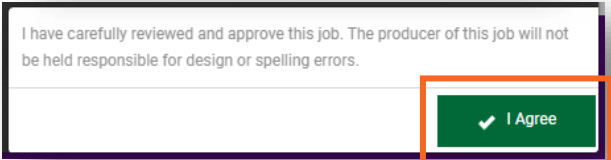
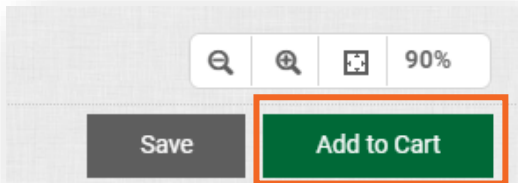
8

Next, you want to navigate to the Finishing Options section. Here is where you can select additional services for your print job. For example, if you click on the "Fold" option, you will have the ability to choose between No Folding, Half Fold, Z-Fold, Letter Fold, and Tri Fold.



9

After you have uploaded your file(s) and selected or confirmed the different print and finishing options, you can add your job to your cart. Click **Add to Cart** in the bottom right-hand corner. Verify that you have reviewed your requested job by clicking **I Agree** on the pop up.



[Click here to view how to complete the order](#)



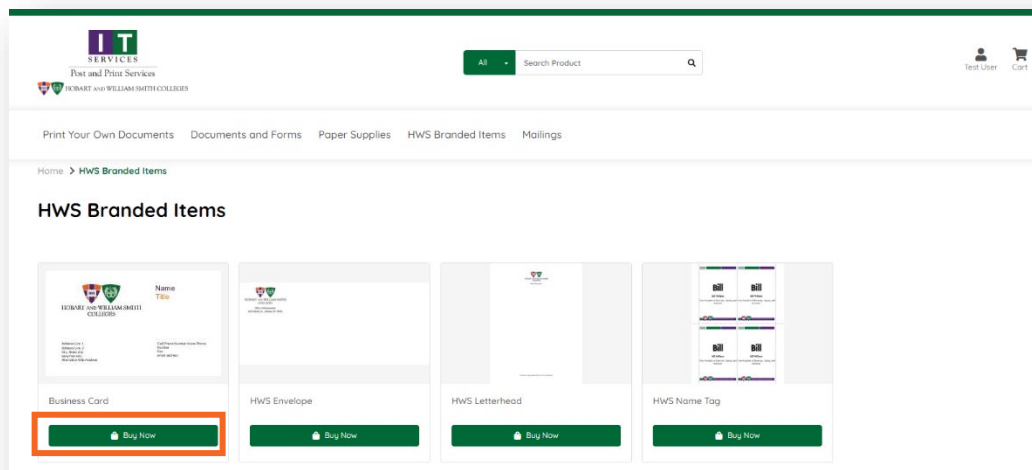
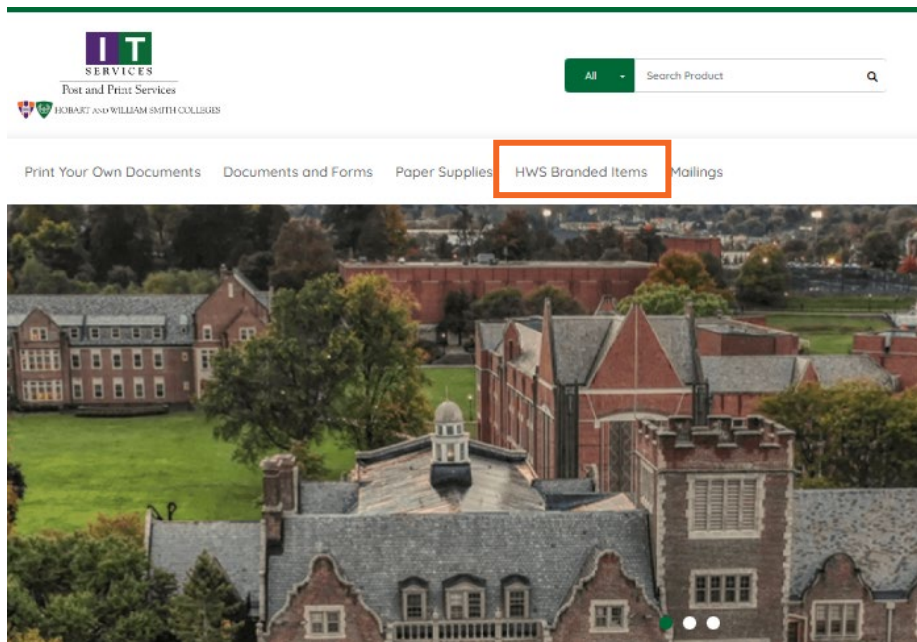
# How to Order a Customizable Product

1

Click on **HWS Branded Items** in the toolbar.

- This tutorial will use a Business Card order as the example.

Click **Buy Now**.

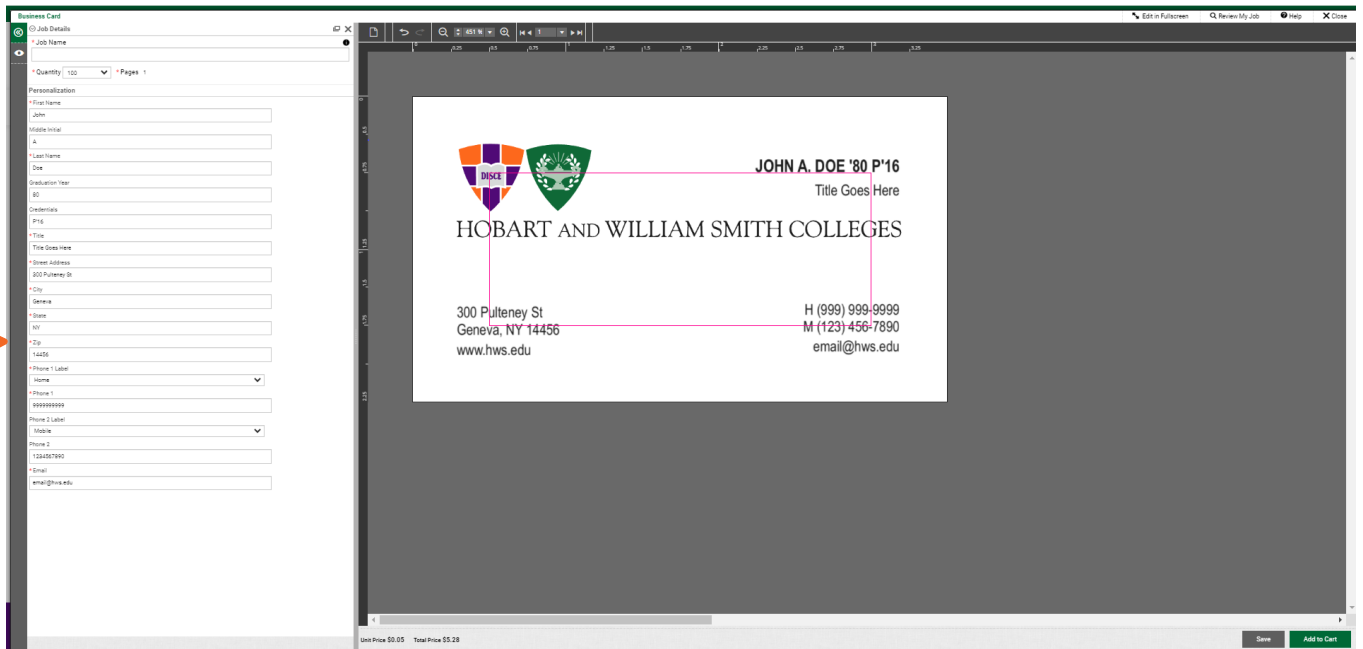


2

You will be brought to the visual product builder. This is where you will enter information, or select options for, updating the customizable product.

Start by giving your document a "Job Name". This can be found in the top left side of the screen. It is best to choose a name that you can easily find in your order history when you look up order status or need to re-order.

For other items, you may be prompted for additional choices such as size, or language. Please choose your selections carefully, as these are designed to lead you to the best version of your print.



3

Prior to finalizing your order, preview your Business Card by clicking the eye icon in the upper left-hand corner of the page.

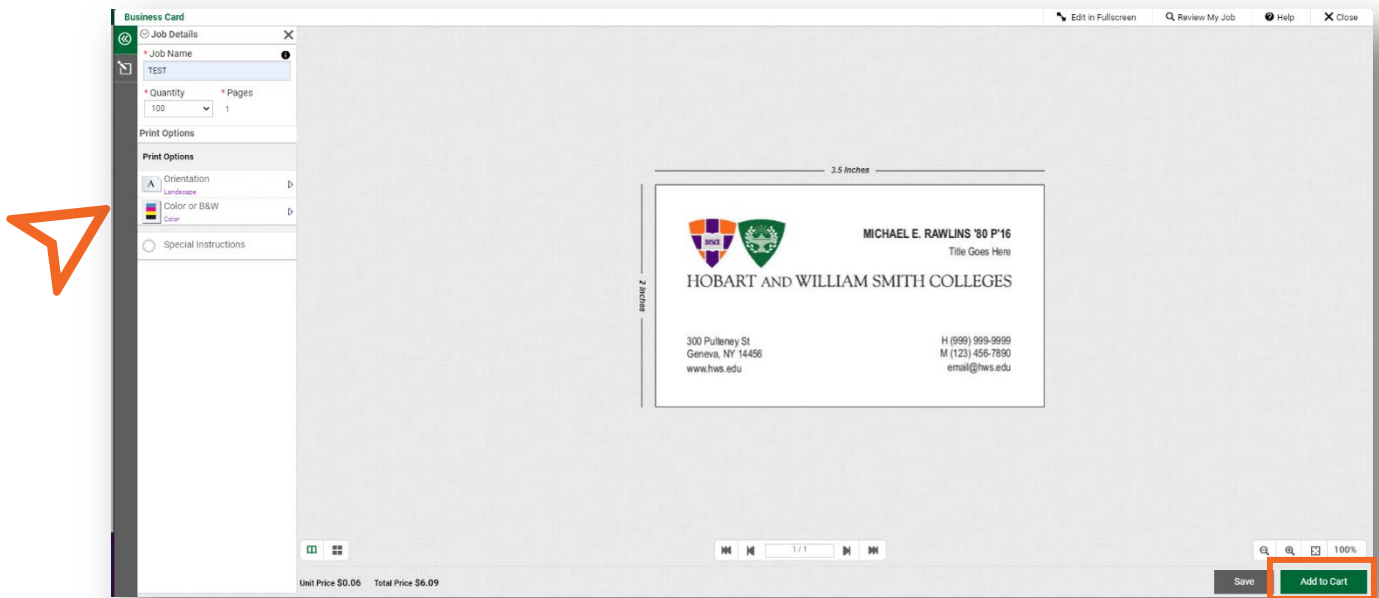


4

You are now viewing a print preview of the business card, verify all information is correct.

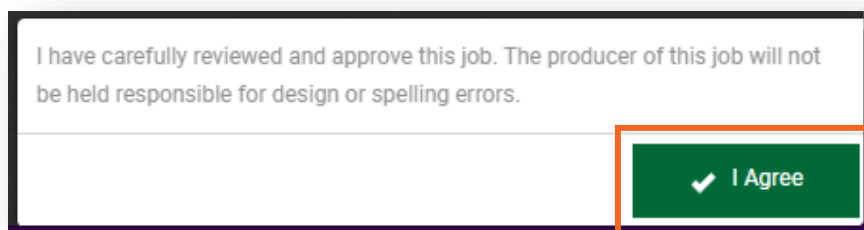
This is also where you can select the orientation of your business card and choose if you want it printed in Color or Black & White.

After you have confirmed that the card is displaying the correct information, Click **Add to Cart** in the bottom right-hand corner of the page.



5

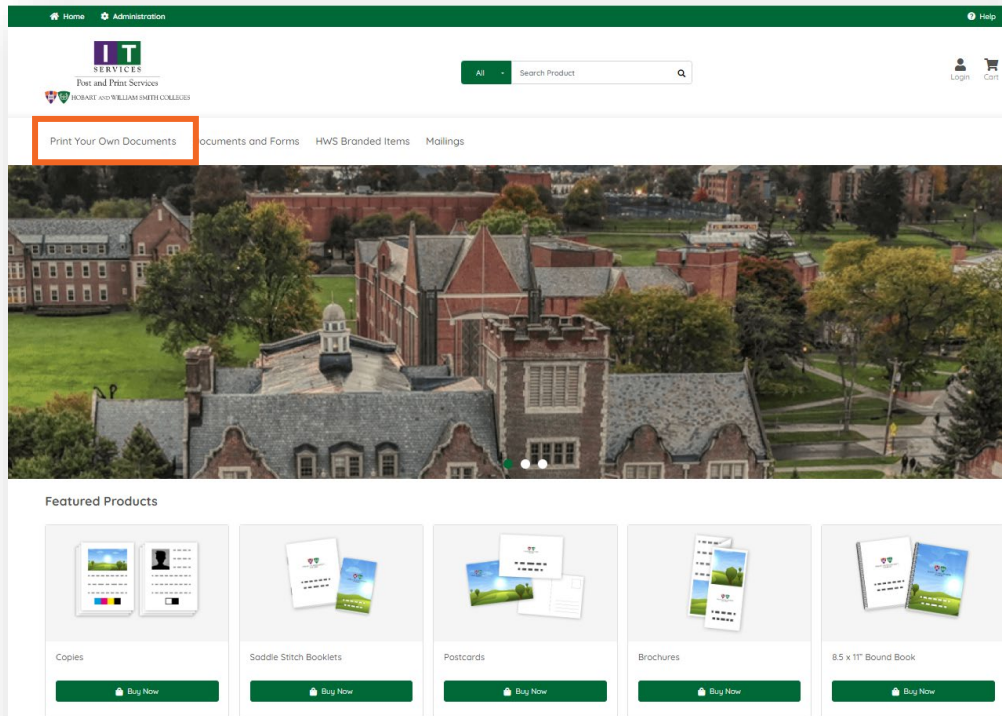
Clicking **I Agree** will add this product to your cart. Please continue to order more products or checkout.



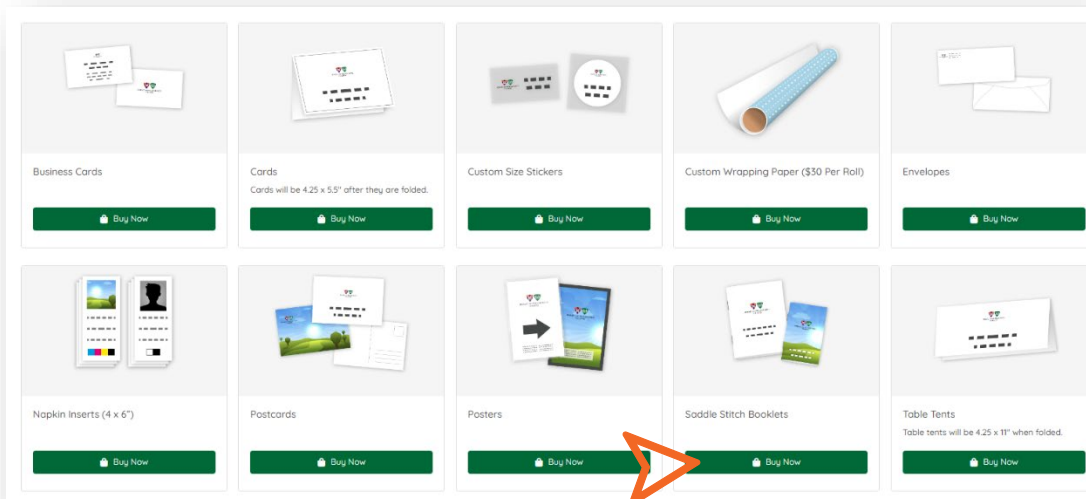
[Click here to view how to complete the order process.](#)

# How to Order a Booklet

1 Choose **Print Your Own Documents** and scroll down to find the Saddle Stitch Booklets product.



2 For this example, we will be using the Saddle Stitch Booklets, click **Buy Now**.

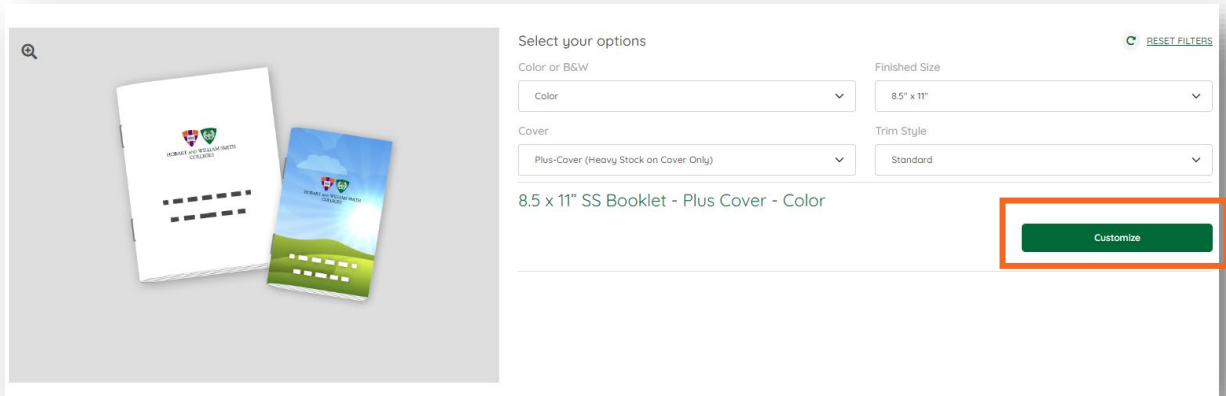


3

On this page you will be required to choose several options:

- Printed in Color or Black & White
- Booklet size (8.5 x 11 or 5.5 x 8.5)
- Whether you have a cover that is a thicker stock or the same as the rest of the booklet
- Trim style, whether your booklet has a Standard Trim Style which will have a white border or Full Bleed, which is print to the edge.

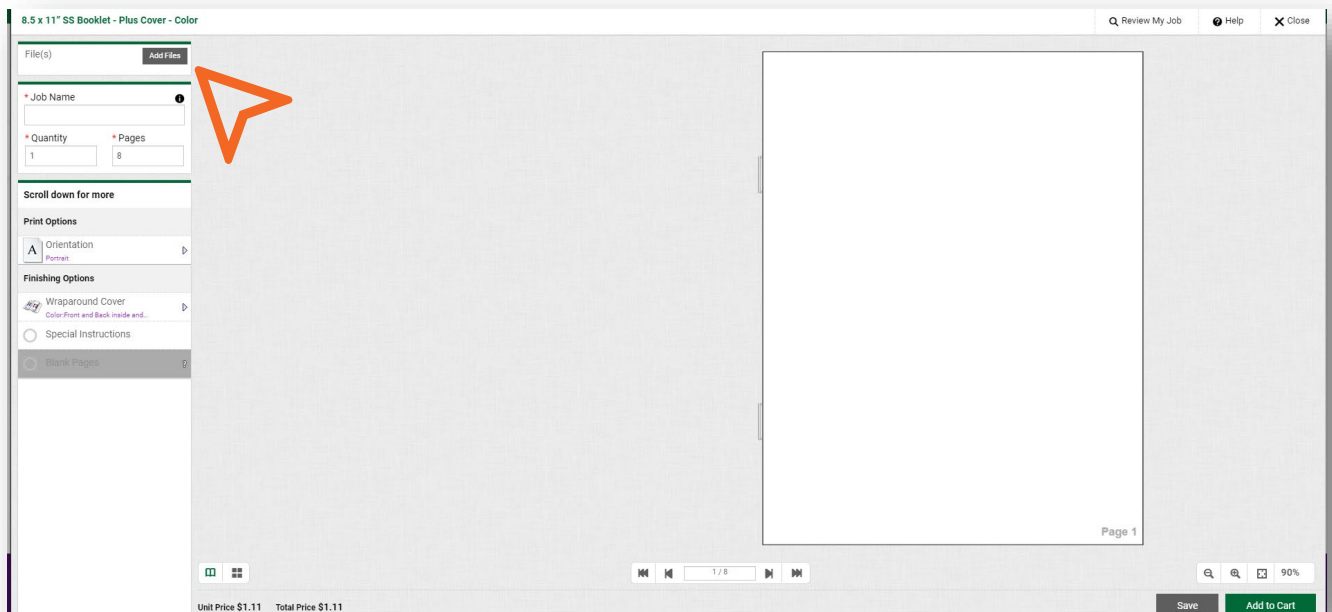
Once you have chosen these options, click Customize.



4

You will be directed to the Visual Product Builder page where you will choose all options available for your print job.

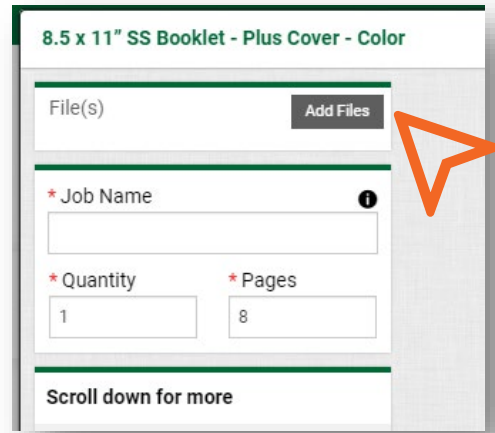
Start by giving your print job a name. It is best to choose a name that you can easily identify in your order history for easier tracking and re-ordering.





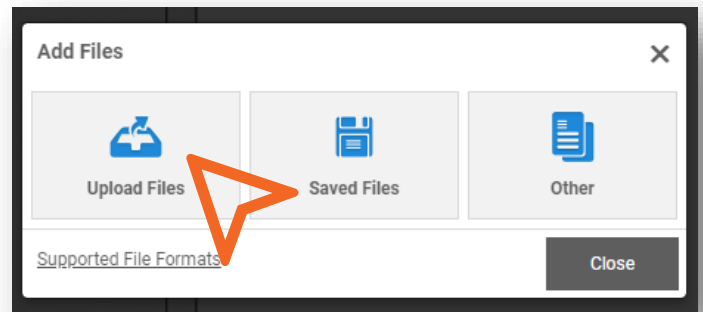
5

Upload the file(s) you want printed. Click the Add Files button.



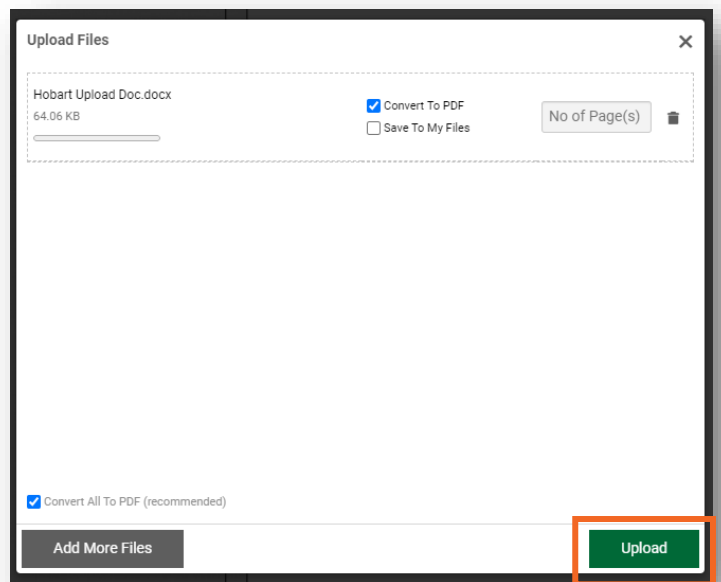
6

In this pop-up screen click on the Upload Your File(s) box. This will direct you to your file explorer. Click on the file(s) you want to upload and click **Open**.



7

Once all your file(s) have uploaded, Click **Upload**. They will now display in the Virtual Product Builder.

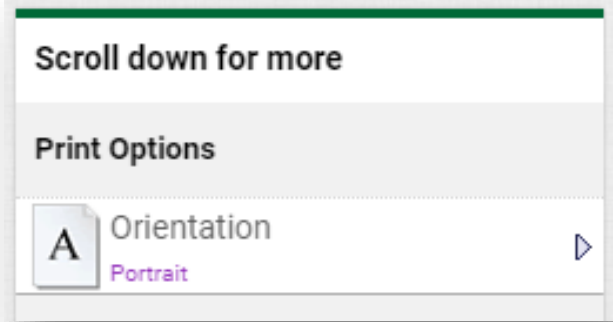


8

Now that your file(s) are uploaded, you can begin selecting your Print Options.

You can choose if you would like the booklet to be printed portrait or landscape.

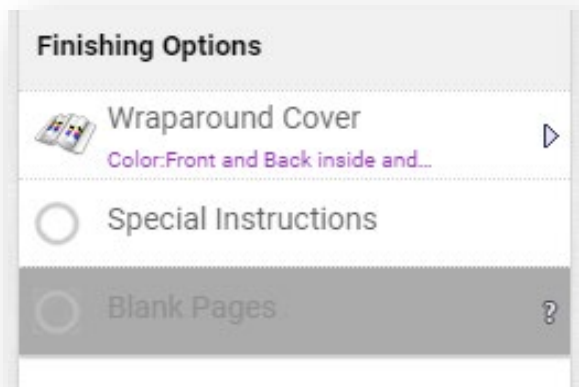
Review this option and select whatever best fits what you want out of your print job.



9

Next, scroll down to the Cover Options section. Here is where you can select additional cover option.

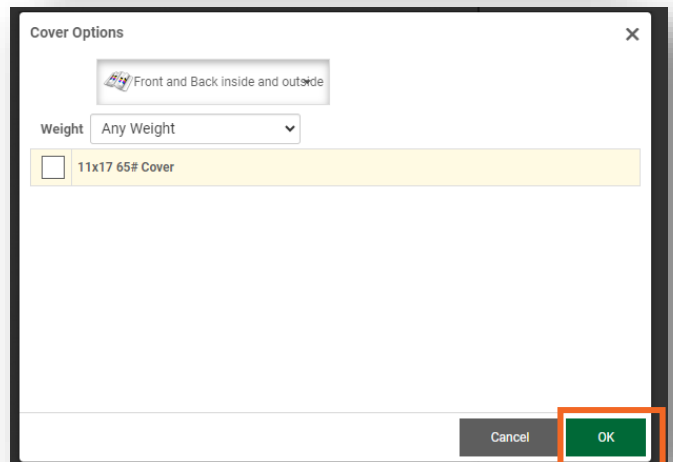
\*You can also create a blank cover by first inserting a blank page before the first and last pages of your document (Right click on the booklet on the Visual Product Builder and choose "Insert Page")



10

Click on Wraparound cover and choose the type of media you would like your cover to be printed on.

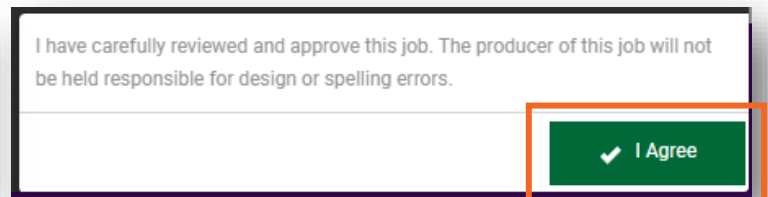
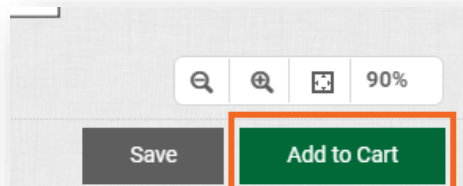
When you are satisfied with your choices, Click **OK**.



11

After you have gone through uploading your file(s) and selecting between the different print and cover options, you can add your job to your cart.

Click **Add to Cart** in the bottom right-hand corner. A pop up will appear verifying that have reviewed your job and approve the print. Click on **I Agree**, and your job will be added to your cart.

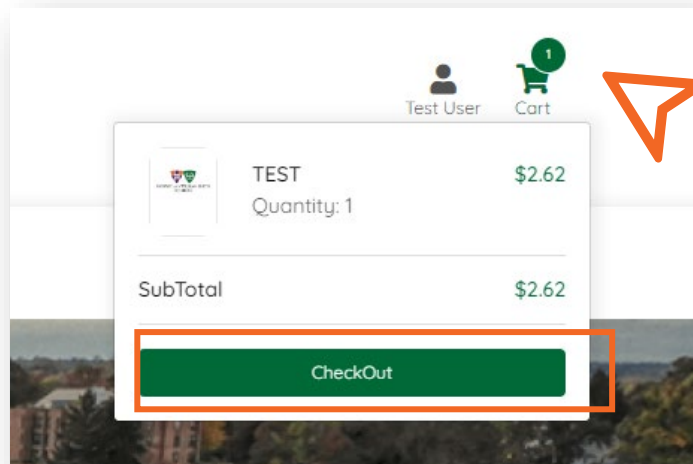


# How to Checkout

1

To checkout, navigate to the shopping cart to begin the checkout process. The cart button is in the top right side of the screen.

Hover over or click the Cart Icon to see all items currently in your cart. To begin the checkout process, click **CheckOut**.



2

Here you will see a summary of your selected items. Please ensure the items and quantities are correct.

If you are submitting a personal job, uncheck the box located directly under your print job.

A screenshot of the main shopping cart page. The page title is 'CART'. In the top right, it says 'Print Shop: HWS Print Services'. Below the title, there is a dropdown menu labeled 'Choose a Requested Due Date &amp; Time' which is highlighted with an orange box. The main content area is titled 'PURCHASE PRODUCTS (1)' and contains a table with columns for 'PRODUCTS', 'QUANTITY', 'UNIT PRICE', and 'TOTAL'. The table has one row for a 'Test' item: '#9 Return Envelopes' with a quantity of 25, a unit price of \$0.04, and a total of \$0.99. Below the item name, there is a checkbox with the text 'For Personal Job, Please Uncheck this Box'. An orange arrow points to this checkbox. To the right of the table is a 'Cart Total (1)' summary showing 'SUBTOTAL: \$0.99', 'TAXES: \$0.07', and 'TOTAL: \$1.06'. At the bottom right, there is a green button labeled 'PROCEED TO CHECKOUT -&gt;'. At the bottom left, there are buttons for 'Continue Shopping' and 'Clear Cart'. A callout box with a black border and white background contains the text: 'Note if you are submitting a personal job, please make sure this box is unchecked.'

3

Choose a Requested Due Date and Time, the system will automatically pick the earliest date and time available. We reserve the right to deny orders that don't allow for enough time to complete.

If you wish to change the Due Date, click on the calendar picker, and select a new date and time.

**Note: you will only be able to select the days that are black, those that are grayed out are not available.**

Once you have chosen a day and time, click **Save**.

Choose a Requested Due Date & Time

January 2024

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Rush fee may be applied to job

Mon January 8 2024

02:00PM

Print Shop Time Zone: (GMT-05:00) Eastern Time (US & Canada)

Cancel Save

4

If the contents of your cart appear correct, click **PROCEED TO CHECKOUT**.

Home Administration Help

IT SERVICES Post and Print Services HOBART AND WILLIAM SMITH COLLEGES

All Search Product

Test User Cart

CART Print Shop: HWS Print Services

PURCHASE PRODUCTS (1)

PRODUCTS	QUANTITY	UNIT PRICE	TOTAL
TEST Item Name: 8.5 x 11" Copies - Color Tax Exempt	1	\$2.62	\$2.62

Continue Shopping Clear Cart

Cart Total (1)

SUBTOTAL:	\$2.62
TAXES:	\$0.19
<b>TOTAL:</b>	<b>\$2.81</b>

Proceed to checkout to view final order total, including taxes, fees, shipping.

PROCEED TO CHECKOUT

5

When print jobs are completed, they will be made available in the HWS Post Office. If requested, we can also deliver with Campus Mail Delivery. By special request, we offer special delivery. Please note any special delivery instructions in the provided box.



CART 2 CHECKOUT 3 CONFIRMATION

Print Shop: HWS Print Services

SHIPPING OPTIONS

SHIPMENT 1

Ship To  
 TEST USER, 101 Main Street, Cny, VI - (U.S.) Virgin Islands 12345  
 HWS Off External Customers, 1234567890, carlyn.dorcas@ricoh-usa.com

Verify Or Change Shipment Type

Customer Pick Up \$0.00

Delivery Instructions  
 Enter your text here

View/Modify Items (1)

TEST  
 Item Name: 8.5 x 11" Copies - Color 1

Cart Total (1)

SUBTOTAL:	\$2.62
SHIPPING:	\$0.00
TAXES:	\$0.19
<b>TOTAL:</b>	<b>\$2.81</b>

PLACE ORDER →

There are two methods of payment available: Department Charge (charging to an internal HWS account) or Pay at Store (paying cash or credit at the Post Office upon pickup).

6

If paying by Department Charge, please select the appropriate expense account and enter your fund, department, and program number using the following format: 12-12345-12345.

After confirming the payment method, click on **Place Order**.

✓ PAYMENT METHOD

Please Select A Payment Type.

Department Charge Pay At Store

Account \*

51010 - Paper Supplies

Fund-Department-Program (12-12345-12345) \*

12-12345-12345

7

After submitting your order, an order confirmation page will show providing you details about your order such order status, due date, order number, and order summary. You will also receive an email confirmation and email notifications for when your order is completed and ready for pickup.

**IT SERVICES**  
Post and Print Services  
HOBART AND WILLIAM SMITH COLLEGES

Test User Cart

### ORDER CONFIRMATION

**Thank you for your order!**  
Please remember to bring a copy of this order confirmation to the store when picking up your order.

Order # : **76**      Status: **User approved**      Order Date: **1/5/2024 9:29:24 AM EST**  
As of **1/5/2024 9:29:25 AM EST**      Due Date: **1/8/2024 2:00:00 PM EST**

Order placed by:  
**Test User**  
carlyn.dorcas@ricoh-usa.com, HWS Off External Customers, 101 Main Street, City, VI - (U.S.) Virgin Islands 12345, 1234567890

Print Shop:  
**HWS Print Services**  
printservices@hws.edu, Hobart & William Smith Colleges, 300 Pulteney Street, Geneva, NY - New York 14456, 3157813520  
Hours Of Operation : Sun | Closed  
Mon-Fri | 9:00 AM-4:30 PM  
Sat | Closed

**SHIPMENT 1**  
Customer Pick-Up

**Address**  
Test User  
101 Main Street, City, VI - (U.S.) Virgin Islands 12345, HWS Off External Customers, 1234567890, carlyn.dorcas@ricoh-usa.com

**Product Details**

Item Name	Qty
8.5 x 11" Copies - Color	1

**Products (1)**

Item Name	Qty	Unit Price	Total
8.5 x 11" Copies - Color	1	\$2.62	\$2.62

**Payment Method**

**Pay At Store**

**Order Total**

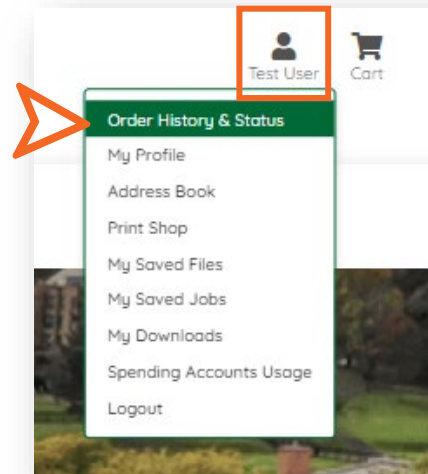
SUBTOTAL	\$2.62
SHIPPING	\$0.00
TAXES	\$0.19
<b>TOTAL</b>	<b>\$2.81</b>

[← Continue Shopping](#)      [Print Details →](#)

# Order History and Status and Re-Ordering

1

From the Home page, click the User icon in the upper right-hand corner, then select Order History and Status.



2

On this screen you will see all previous orders.

In the second column, you will see the status of your order. If it has been approved, completed, shipped, or canceled.

**Note:** You can use the dropdowns at the top of the screen to filter through the print jobs you have submitted.

## Re-Ordering

In the third column, on any completed orders you will have the option to reorder them. By clicking reorder the print job will be placed back into your shopping cart.

Time period	Show status	Sort by
All Orders	All	Order Date

Order #	Status	Action
<b>Order # 76</b> Order Date : 1/5/2024 9:29:24 AM Due Date : 1/8/2024 2:00:00 PM	User approved TEST	
<b>Order # 62</b> Order Date : 12/21/2023 10:11:42 AM Due Date : 12/22/2023 3:00:00 PM	Canceled Test	<a href="#">Re-Order</a>

Total Records: 2 | 10 Per Page | Page 1 Of 1

Please do not hesitate to contact Post and Print Services at

[PrintServices@hws.edu](mailto:PrintServices@hws.edu).

Thank you.