

# Mobile Printing: Print from Mobile and Laptop

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There are two ways to print from a mobile device or laptop:

- Using the **PaperCut Portal**, which allows you to upload and print documents from your computer, laptop, or mobile device to a Wharton printer via a supported web browser (recent versions of Chrome, Safari, Firefox and Edge).
  - **Note:** The PaperCut Portal is only available from on-campus locations.
- Using **Email Printing**, which allows you to attach a document to an email for printing. Send that email to the proper address, and then release the document at any of Wharton's printers.

## Before You Start

You will need the following before you can complete this task:

- Internet access.
- Your PennKey username (the username before the "@" in your Wharton email address).
- An active PennCard.
- A **Wharton printing account** with sufficient funds.

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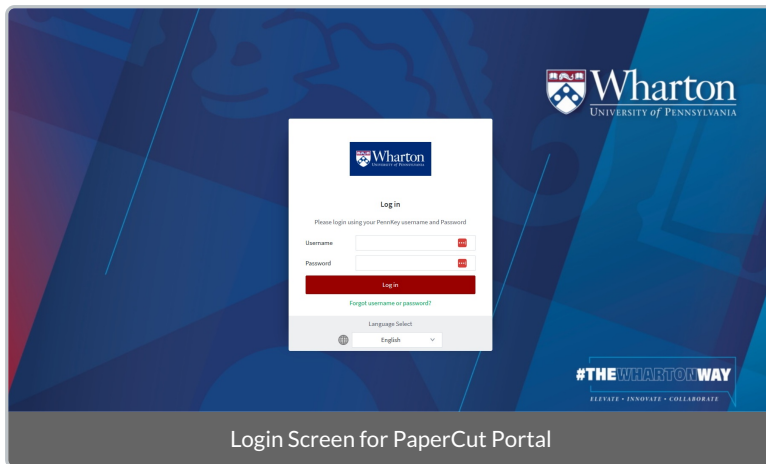
## PaperCut Portal

PaperCut is the software that runs our printing system. Their "portal" is the place where you can manage your printing needs.

## Logging into the PaperCut Portal

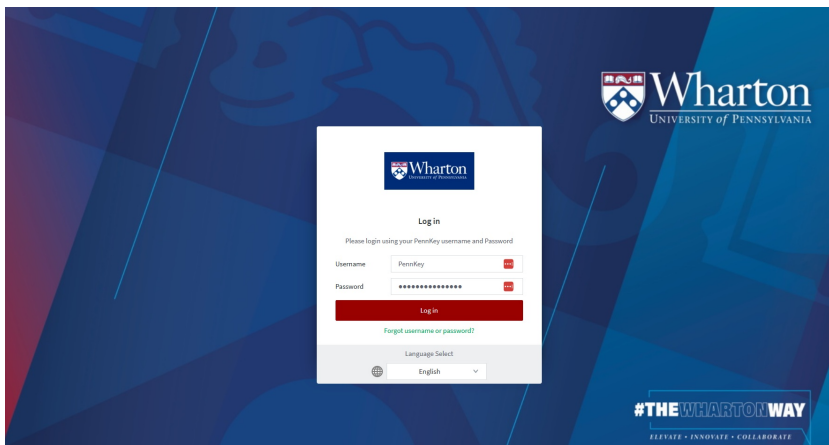
You must use your PennKey credentials to log into the PaperCut Portal.

- Go to [whr.tn/print](http://whr.tn/print) in a supported browser (recent versions of Chrome, Safari, Firefox and Edge).

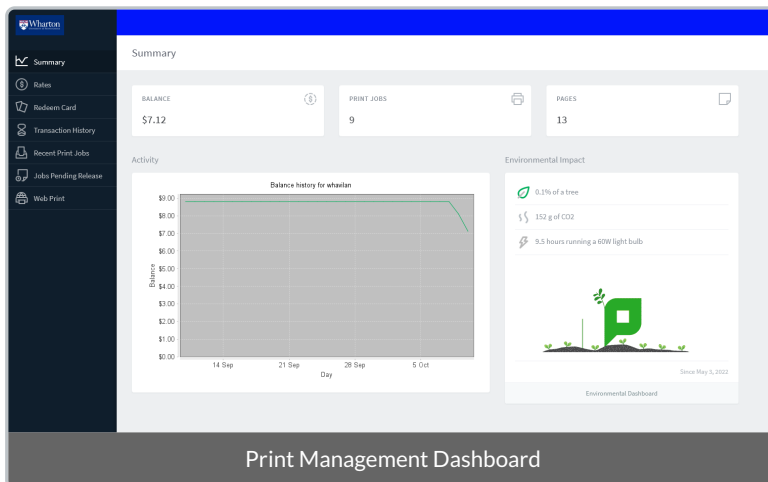


Login Screen for PaperCut Portal

- Enter your **PennKey Username and Password**.



- Click **Log In**.
- Once logged in you will see information on your account including:
  - Your account balance.
  - Your print documents and pages activity over time.
  - The environmental impact associated with your printing activity.



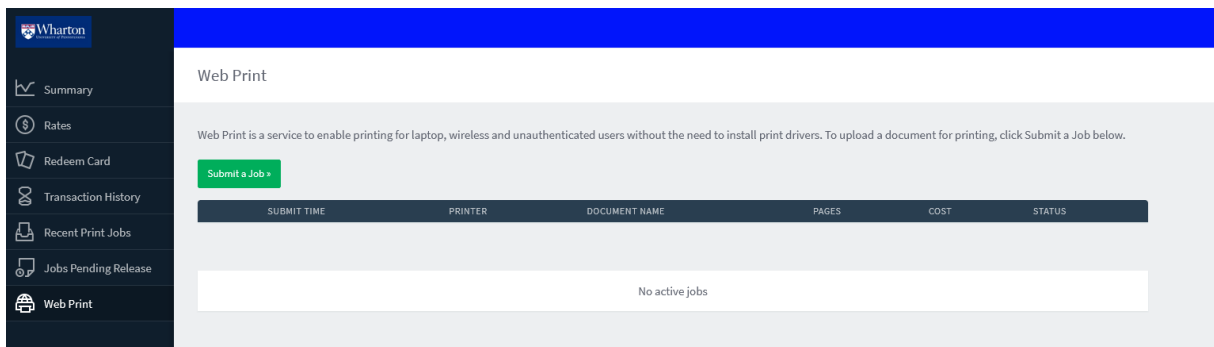
Print Management Dashboard

- **View additional details** on rates associated with different devices, check your own transaction history, and view recent and pending print jobs.
- **Upload jobs for release via Web Print** using the menu on the left.

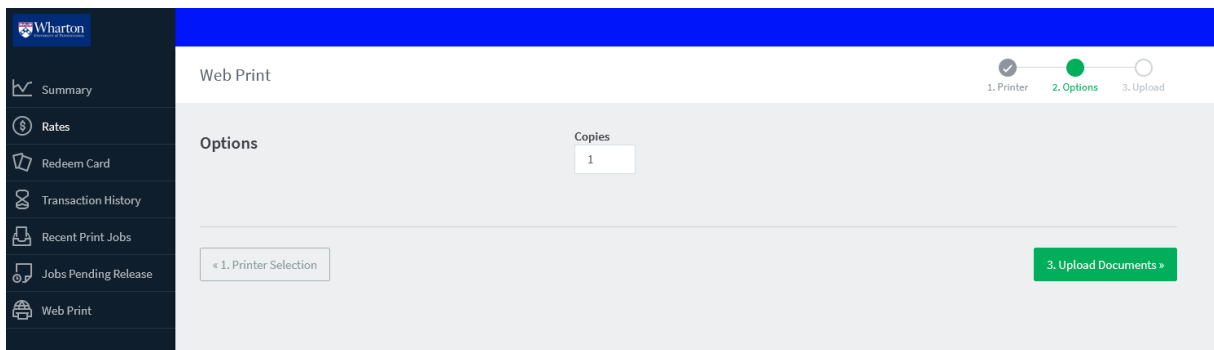
## Printing using the PaperCut Portal

To print a file, you'll first need to upload it to PaperCut:

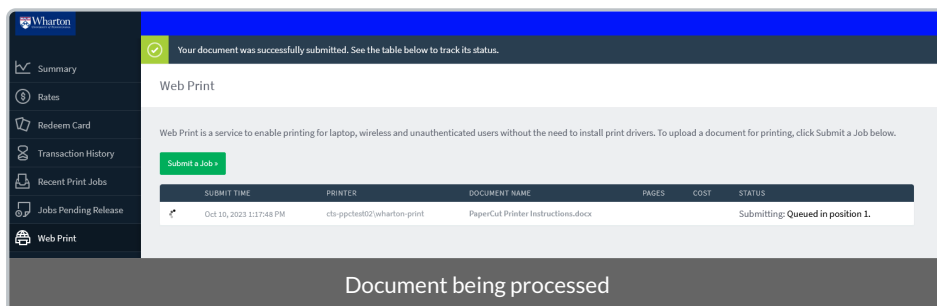
1. Log in to [whr.tn/print](http://whr.tn/print) as described above.
2. Select Web Print from the menu on the left.



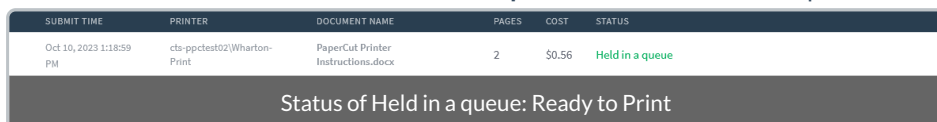
3. Click Submit a Job.
4. Click Upload Documents.



5. Drag and drop any files you wish to add to the queue into the field provided or click Upload from Computer and select your file(s).
6. Once all desired files are added, click Upload & Complete.
7. While the file is uploaded to the queue and rendered, please remain logged in while the document is processed:



8. When the document status shows as Held in queue it will be available to print from a PaperCut device:



9. Once your documents have been uploaded and are in the queue, please remember to log out.

10. Find the printer where you'd like to print, log in, and **release your documents**.

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## Email Printing

There are several stages to printing a document when you send it to print via Email.

### Preparing your Document



1. Make any necessary formatting changes.
  - *e.g. multiple slides per page*
2. Export the document as a PDF.
  - *may be located under File > Print*
3. Follow the steps in *Printing a Document*, next.

### Printing a Document



1. Attach your document to an email.
2. Send it to [printhis@wharton.upenn.edu](mailto:printhis@wharton.upenn.edu).
3. *Wait for the email response indicating that your print job has been received<sup>1</sup>.*
4. At this point your job is ready; you may proceed to a printer and release your documents<sup>2</sup> as normal.

### Color & Duplex Settings



You can adjust Color and Duplex settings either

- in the document prior to sending, or
- set them at the printer when you release your documents.

<sup>1</sup>You must receive this email **before** going to the printer. The larger the attachment, the longer it will take to render and become available to print.

<sup>2</sup>The response will include a link you can use to log in (using your PennKey credentials) and view the job details. You can also use the PaperCut Portal to review the details about your job. *You do not need to open the link to release the job.* Once the email has been received the job should be available in your queue for printing.

## Managing your Print Jobs

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The **PaperCut Portal Jobs Pending Release** list is your hub for reviewing your print jobs, including those sent via Email Printing. This screen lists all of your pending print jobs (if you don't have any pending jobs, the list will be empty). You can follow the directions above to upload a file to print. In the screenshot below, there is one document that is pending.

Refer to the [Logging into PaperCut Portal](#) section of this article for directions on accessing the PaperCut Portal.

SUBMIT TIME ↓	PRINTER	DOCUMENT	CLIENT	PAGES	COST	ACTION
Jun 28, 2024 7:07:23 AM	whappctapprw01\Wharton-Print	Dell_Monitor-Dock_Info.docx	Email to Print	1	\$0.28	[print] [cancel]

Screen with One Print Job Waiting

Each job will show as a separate line item record; each record will have the following details:

- **Submit Time** shows the date and time the job was submitted (remember that jobs only remain in the queue for **up to 5 hours**, after which they are removed).
- **Printer** is the printer queue to which the job was submitted.
- **Document** is the document name, including the file type extension (PDF, DOCX, etc.).
- **Client** is the source from which PaperCut received the print job (Email to Print, Web Print, or a network

connection).

- **Pages** is the number of pages in the document.
- **Cost** is the price of your print job with the selected Print Options. This cost is deducted from your Print Balance after it has been released at a printer (i.e., you'll only pay for jobs you've successfully printed).

There is also the option to cancel (delete) any or all print jobs held in your queue. (The "print" action can be ignored, as this is handled by releasing a job at the printer.)

Your account balance is also visible on this screen. If you need to add funds, follow [these directions](#).

## Questions?

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### Student Tech Center



Support is available via in-person (walk-ins & appointments), phone, chat, and email!  
Check our [KnowledgeBase](#) for list of services, troubleshooting guides, and much more.

[Contact Us](#)

**Office:** SHDH-114

**Phone:** 215-898-8600

**Chat:** [computing.wharton.upenn.edu](https://computing.wharton.upenn.edu)

**Email:** [support@wharton.upenn.edu](mailto:support@wharton.upenn.edu)