



Printing Services

337-482-6341 • fax 337-262-1031

CopyGuard

FAQ

<http://info.louisiana.edu/geaux/CGfaq>

1. What is CopyGuard?

CopyGuard is the new, fully automated system for tracking copier usage on campus. This system will give you access to all Printing Services copier locations using your Cajun Card ID. The most important advantages of this system are providing departments with the ability to track copier usage by individual user including: the number of copies made by each person by CLID, where the copies were made, and when each copy session occurred.

2. How do I charge copies to an account number?

Locate the CopyGuard Account Authorization form (<http://info.louisiana.edu/geaux/CGacct>). Fill out Sections A-D on this form to authorize your account number for copier usage. Make sure you check the Enable Account box in Section A. Print out and submit all forms to Printing Services (see number 10 below).

3. What if I have multiple account numbers for my department?

For each account number that pays for photocopies, please fill out and submit a separate CopyGuard Account Authorization form.

4. How do I allow users to access this CopyGuard account?

Locate the CopyGuard User Authorization form (<http://info.louisiana.edu/geaux/CGuser>). Fill out both sections of the form for each separate account number and submit to Printing Services (see number 10 below).

5. I have more than 12 users for this account. Where do I list the additional users?

The CopyGuard User Authorization form includes a second page for additional users. Please use as many copies of page 2 as necessary to include all your users.

6. How do I add a user to an existing account?

Fill out a new CopyGuard User Authorization form (<http://info.louisiana.edu/geaux/CGuser>), making sure to check the Enable User's Account box. Please list only the new user(s) on the form. Make sure that the account information section is completed before submitting the form to Printing Services.

7. How do I delete a user from an existing account?

Fill out a new CopyGuard User Authorization form (<http://info.louisiana.edu/geaux/CGuser>), making sure to check the Disable User's Account box. Please list only the user(s) to delete on the form. Make sure that the account information section is completed before submitting the form to Printing Services.

8. How do I stop the copy charges on a CopyGuard account?

Fill out a new CopyGuard Account Authorization form (<http://info.louisiana.edu/geaux/CGacct>), making sure to check the Disable Account box in Section A.

9. Where are the Printing Services copiers located with CopyGuard access?

Printing Services has many copiers located in convenient locations around campus. The CopyGuard copier map has the locations clearly marked (<http://info.louisiana.edu/geaux/CGmap>). This map is also posted at each copier location on campus.

10. How do I fill out and submit the forms?

The PDF forms can be filled out in three different ways:

- Print the form and attack it with a typewriter. Handwritten forms will not be accepted.
- Fill out the form on-line, print it, then sign it. The completed forms should be returned to Printing Services. You may return the forms by fax 262-1031, or campus mail "Printing Services", or drop off at Printing Services, 439 Coliseum Road or drop off at Dupré Library 302A.
- Fill out the form on-line, use your digital signature to sign the form on-line, save the form and email to PrintingServices@louisiana.edu.

11. Who do I contact for more information?

Contact Printing Services at 337-482-6341 for more information.