

Printer guide

NHH uses a print system called uniFLOW. The system allows students to load money to their print account and easily print on any NHH printer.

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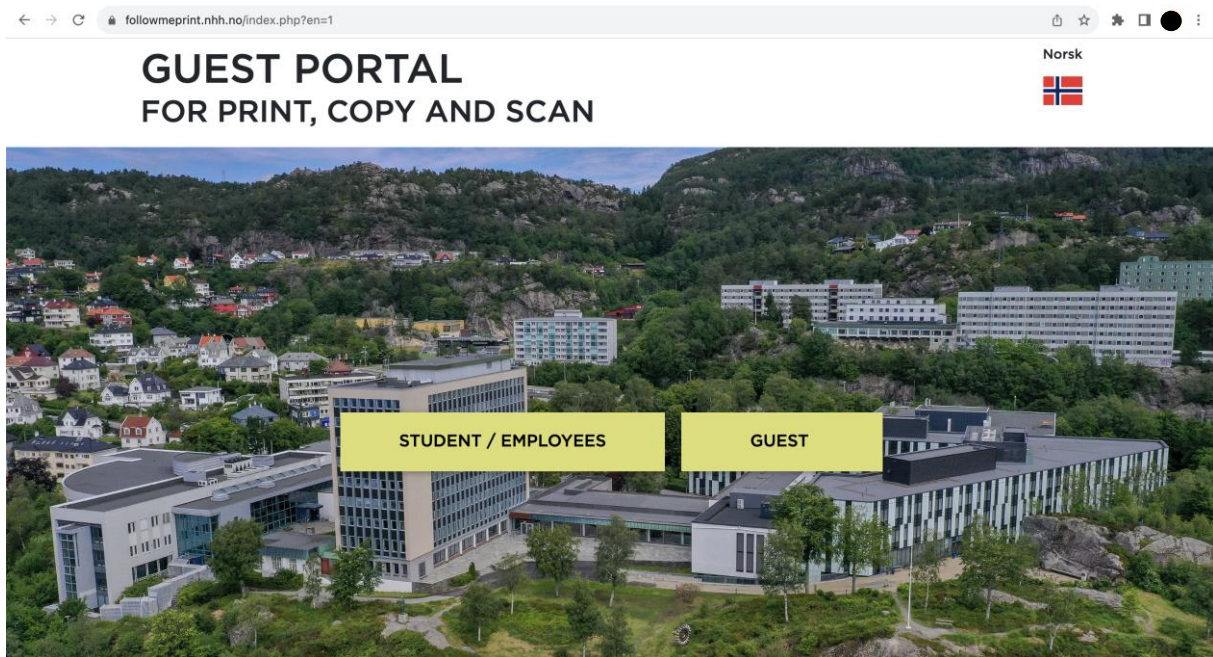
Options for both PC and Mac

Main option/option 1

This option lets you print directly from the website followmeprint.nhh.no. You can choose to have the site on either Norwegian or English by pressing on the flag in the top right corner.

Step 1

Go to the website followmeprint.nhh.no.



Step 2

Press on *Student/employee*.



Step 3

Log in with you student e-mail and password.

**Please log in for access to the
guest portal**

firstname.surname@student.nhh.no

.....

SIGN IN

Step 3

Choose *Print from web*.

PRICES AND
INFORMATION

TERMS AND
CONDITIONS

RECHARGE BUDGET

 **PRINT FROM WEB**

TRANSACTION
HISTORY

SIGN OUT

Step 4

Choose the file you want to print out and press *Print*. Here it is also possible to select different options, like having colors on your document etc.

Allowed file extensions are: pdf, doc, docx, ppt, pptx, pps, xls, xlsx, rtf, txt, gif, jpg, jpeg, png, tif, tiff

Options	Select
Color	☐
Duplex	☐
Staple	☐

Velg filer

Ingen fil valgt



PRINT

BACK

Step 5

If this is your first time printing, this method will also generate a TIC-code that you'll need to enter in addition to your access chip. The TIC-code should be issued to your student mail, which you can log into via the website webmail.nhh.no. If you don't receive your TIC-code on your student mail, it should appear on print.nhh.no under "Account Management". Log in with your student mail and password on print.nhh.no.

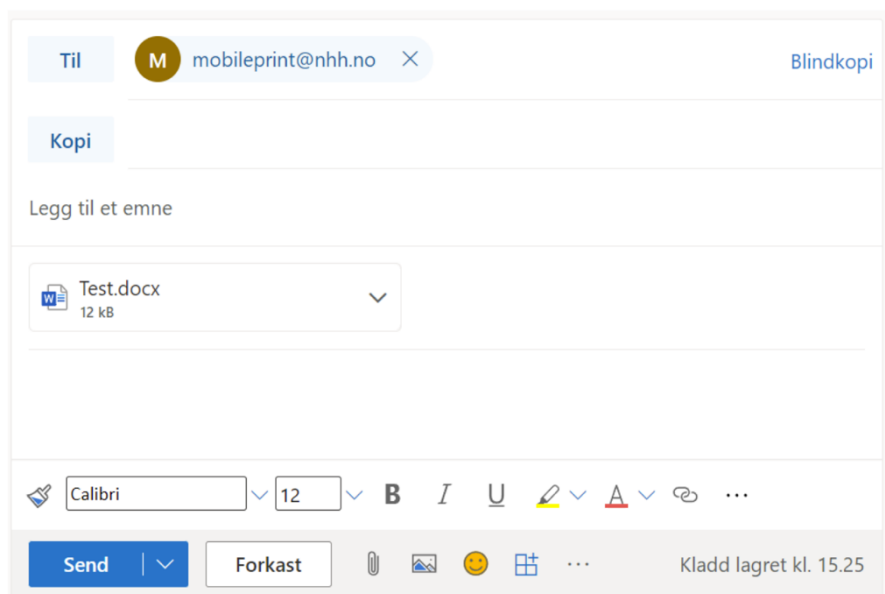
Step 6

Go to the nearest printer and log in using your chip, and print out your secured jobs.

Option 2

This option lets you print without going through followmeprint.nhh.no, VMware or setting up the printer on your Mac. It can be used with all devices, such as PC, Mac, iPhone, iPad and Android.

Go to webmail.nhh.no and log in to your NHH email (forename.lastname@student.nhh.no). Send an email to mobileprint@nhh.no with the document as an attachment. The document will then be added to the printer queue within a few minutes. Scan your student card/chip on the printer to release the document.

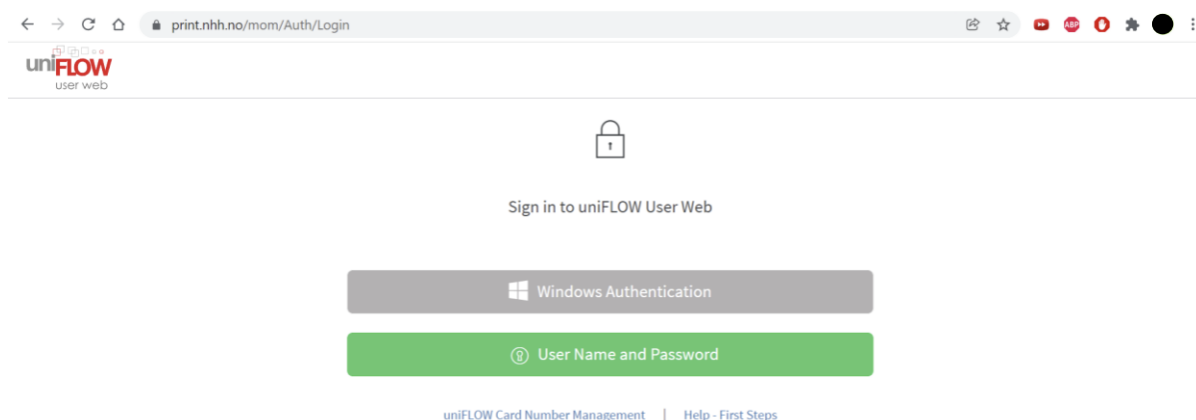


Supported formats: All Office applications, PDF and the most common picture formats. Be aware that if the document is password protected, this option will not work. You will either have to remove the password or use VMware, see option 1. Documents sent as attachments will enter with color pricing and single page. If you want the printed document in black and white or duplex, select it on the printer display and make the necessary changes before releasing it. Changes on price made on the printer display will be updated on uniFLOW user web as well.

Manage your printing account

You can administer your printing account from <https://print.nhh.no>. From your own PC or mac, select username and password as login option. Username is your email address. If you

log in from desktop.nhh.no, you can use «Windows Authentication» for single sign on without being prompted for username and password.



Secure Print Jobs

Lists document printed and on hold on the secure print server. You can select and delete printed documents if needed.

Account Management

Lists your default email address, card number etc. With uniFLOW it is possible to print by sending email with attachments to mobileprint@nhh.no. The attached documents will then show up in your secure print jobs list. Default settings will only allow you to send attachments from your NHH email account.

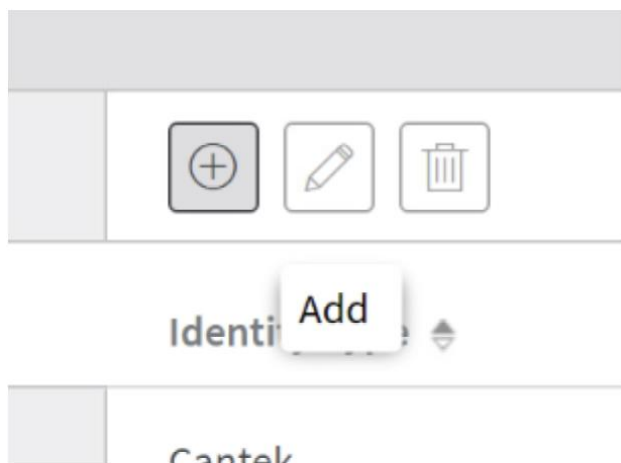
If you frequently use other email providers, you can add a new email address (SMTP Mail Address) and later use this to send prints jobs as attachment to mobileprint@nhh.no. Follow the steps below to add a new email address.

Step 1

Make sure you are connected to the Eduroam network. It is not possible to do this from home.

Step 2

Click Account Management → Identities. Click the + sign.



Step 3

Select SMTP Mail Address as Identity Type. Write the email address you wish to use in the Value field. You don't need to fill in the other fields. Click Save.

ADD IDENTITY

Identity Type	SMTP Mail Address
Value	
Secret Code	
Repeat Secret Code	

Step 4

You will receive an email to the email address you have chosen above. Click the link in the email. If you are asked to log in to uniFLOW again, use your NHH email and password. Your new email is not registered and you can use it to send documents to the printing queue.

Budget

Lists completed print jobs, your account balance and print history.

New TIC-code

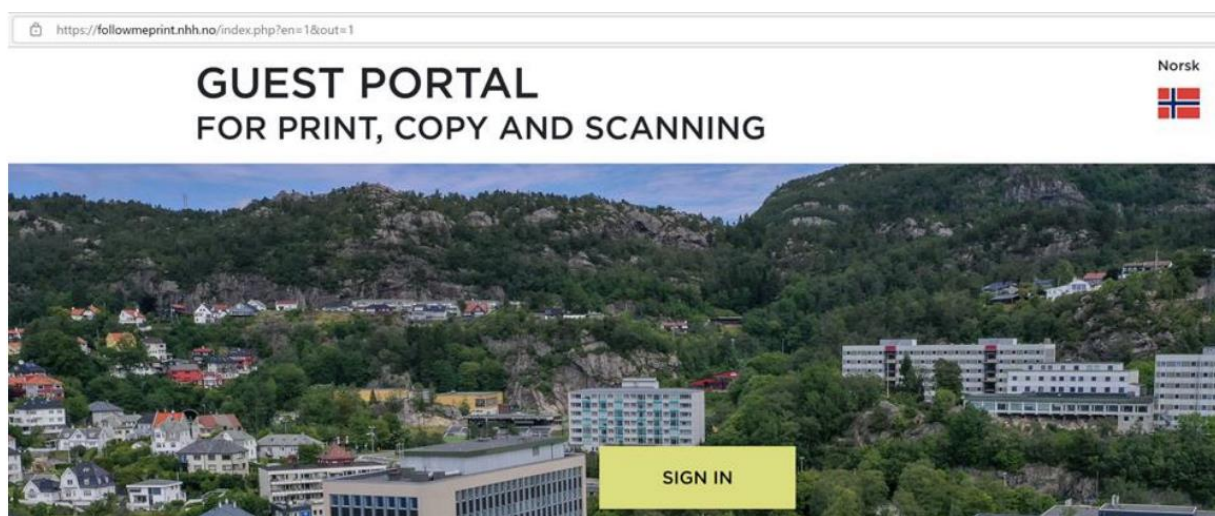
If you have received a new chip after losing one that previously was activated with a TIC-code, you need to activate your chip again. It is possible to do this by going through the main option mentioned above (followmeprint), where you print your document and receive the TIC-code on your student mail. If you do not receive the TIC-code after doing this, follow these steps:

1. Log in to print.nhh.no.
2. Choose "Account Management"
3. If a card number is activated, you can delete this by clicking on the card number followed by the icon of a garbage can.
4. The next time you send a document from your computer/VMware to the printer, a new TIC-code will appear under Account Management. Be aware that you cannot use mobileprint@nhh.no to receive the TIC-code.

Add credits to your account

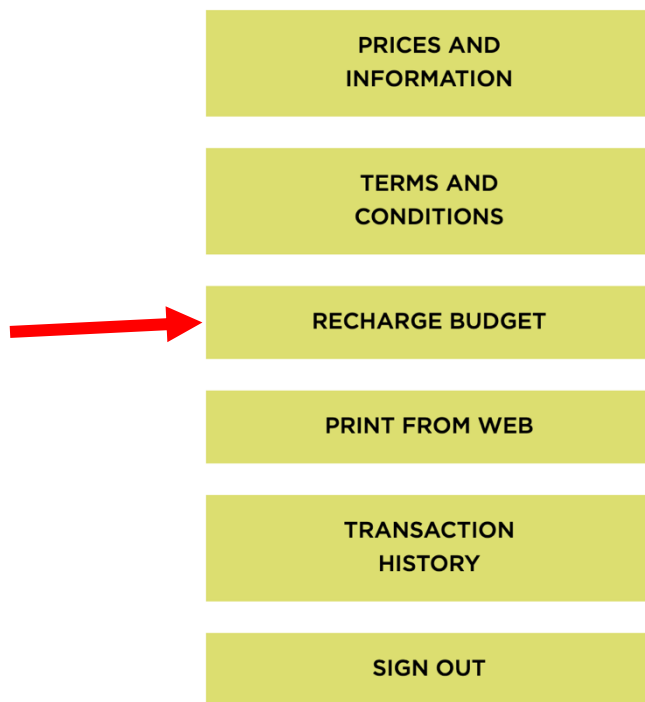
Step 1

You can add credits to your account using a payment card or VIPPS. Log on to <https://followmeprint.nhh.no> with your NHH email address and password. uniFLOW uses PayPal and VIPPS for transactions. For PayPal, you pay by using a PayPal account or a payment card with VISA, Mastercard etc. Valid cards are listed on the PayPal site.



Step 2

Click *Budget Recharge* to add credits to your account.



Step 3

Choose the amount you wish to add. Press Next.

Buy prints and copies

Min Kr 20,- Max Kr 200,-

BUY

Step 4

Choose payment method.

Norges Handelshøyskole

Order number 100035

Select Payment Method

PayPal

vipps

 Cancel Payment

For PayPal, you will be redirected to Paypal for payment. This process might take up to 30 seconds. Do not close your browser or use the back button at this time. Follow the on-screen directions to complete the payment.

For VIPPS:

vipps

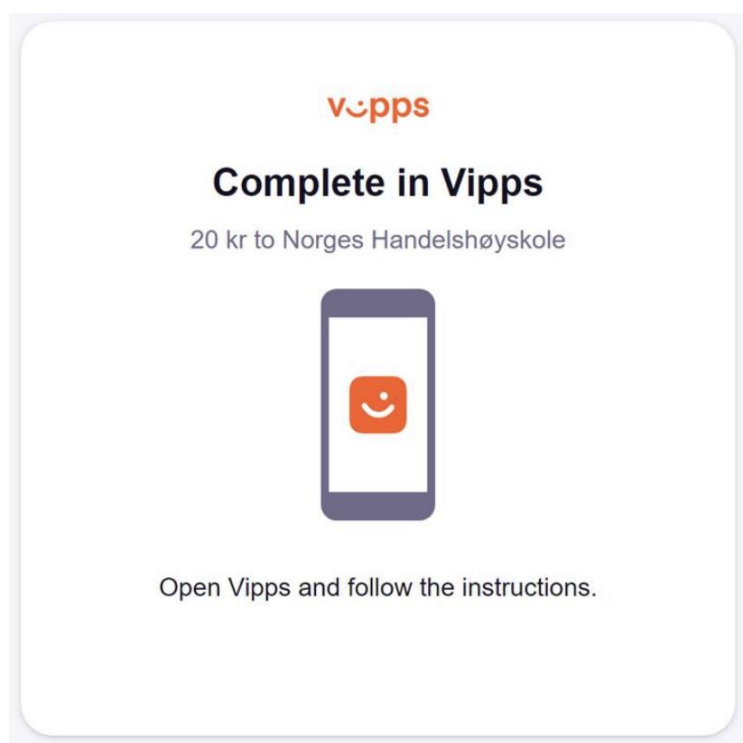
Pay

20 kr to Norges Handelshøyskole

+47 | Your number

Next

Cancel



Pricing Scheme

Prices are per sheet of paper. Please note that the default option is single sided with color. If you want duplex printing or black and white you have to manually change this on the printer before releasing the document.

Format	A4 Blacks	A4 Color	A3 Black	A3 Color
Single	0,20	0,75	0,40	1,50
Duplex	0,25	1,35	0,65	2,85
Copy Single	0,20	0,75	0,40	1,50
Copy Duplex	0,25	1,35	0,65	2,85
Scan	Free	Free		

In the following, possible options for PC and Mac are presented. In general, it is the two first options mentioned above that you should use, but it is possible to try these options if the first two failed.

Possible options for PC

If the above options do not work, it is possible to try to print from VMware when you're printing from a PC.

First time printing

This section is for the first time you are printing. See the section below called PC if you have printed at NHH before. If you have lost your previously activated student card/chip, see [Manage your printing account](#). Return to this section after following the steps there.

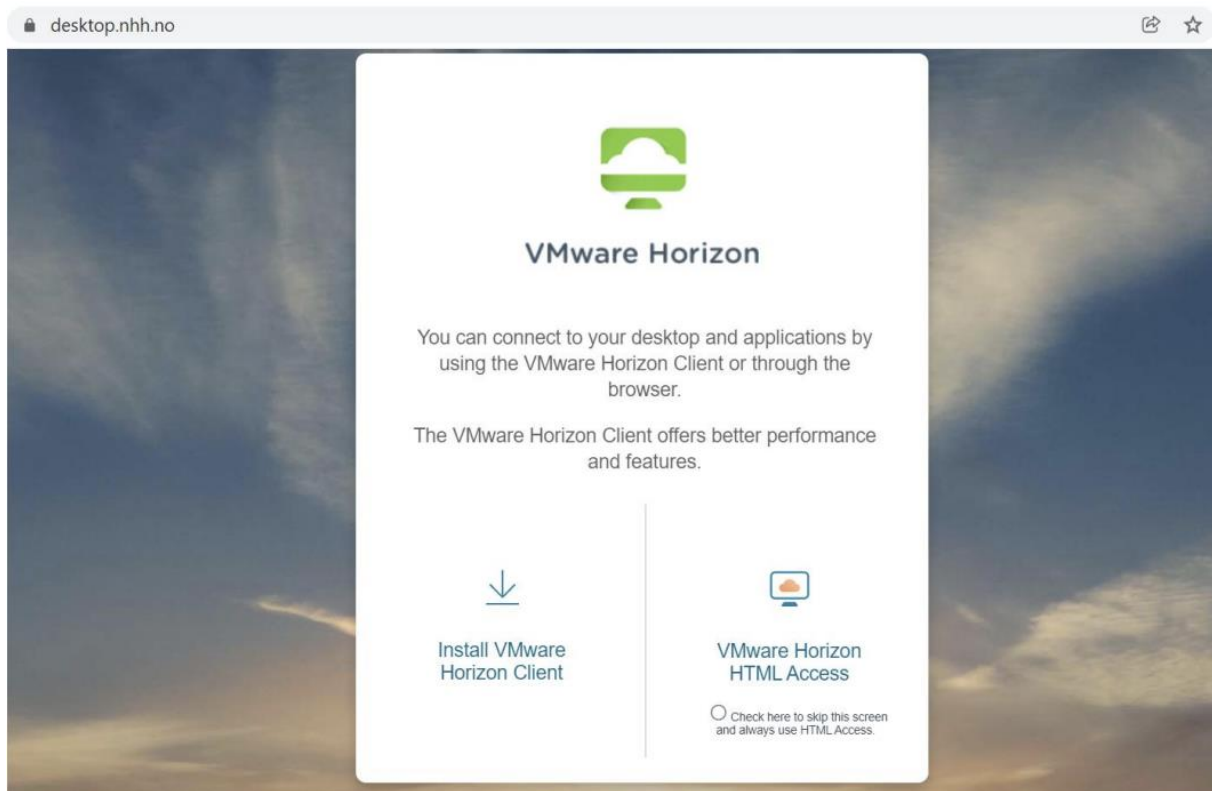
Step 1

It is no longer possible to set up the printer at a private PC, so you will need to use VMware (a virtual desktop) the first time you print something to receive a TIC-code (please notice that this is only if the two above options regarding followmeprint and printing with mobileprint doesn't work). If you want to print a particular document, you have to make sure the document is available in VMware. If the document is saved in your NHH OneDrive you will be able to find it in VMware. If the document is saved locally on your computer, you will need to transfer it to VMware. One way to do this is to send the document to your own email. It does not have to be your NHH email.

Instead of transferring a document to VMware, you can also just open Word/Notepad once you are in the desktop and print an empty document from there, if you just want to activate your account.

Step 2

Go to desktop.nhh.no and choose VMware Horizon HTML Access. You can also choose to install VMware Horizon Client, but this will take some more time.



Step 3

Make sure you are connected to the eduroam network. VMware will not work with the guest network.

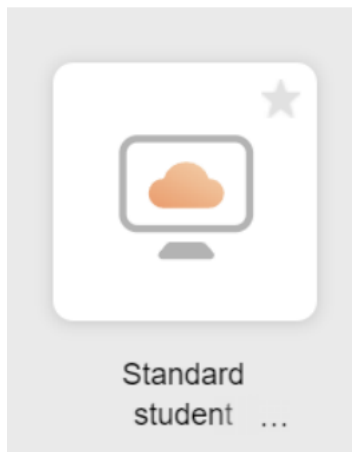
Log in to VMware with your student email and password. Your email is forename.lastname@student.nhh.no and the password is the same as the one you use everywhere else.

Login

Cancel

Step 4

Choose the desktop that is called Standard Student Desktop.

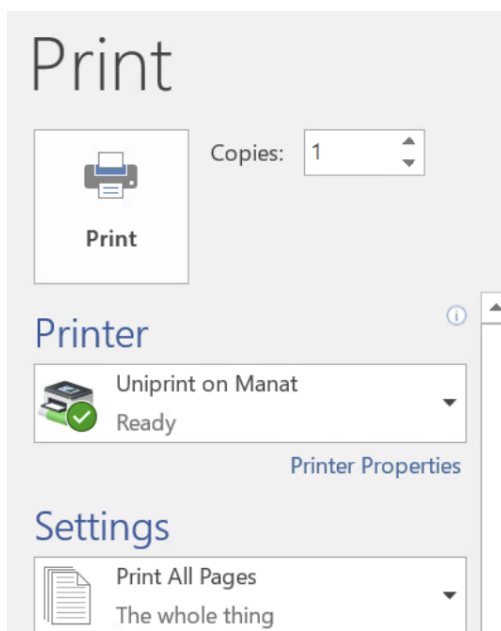


Step 5

Locate the document you want to print or create an empty document. If it is a Word document you may find it directly in Word. If the file has another format you may need to log in to office.com in your web browser to locate the document there. If you have sent it to your own email, you may open the email in the web browser and find your document there.

Step 6

When you have located your document you are ready to print. Print the document as you normally would. Make sure that the printer is set to Uniprint. This printer is already installed in VMware and there is no need for you to set it up yourself.



Step 7

After you have sent the document to the printer queue you will receive the TIC-code at your NHH email (if it is the first time you print something). If you don't receive an e-mail, you can log in to print.nhh.no and find the TIC-code under Account Management. Go to one of the printers on campus. Scan your student card/chip at the printer and type in the TIC-code. The next time you print something you just need to scan your chip.

There are two printers placed in the library, two next to the reading halls in the new building and one in the mirror hall.

After successfully printing once

This section is for when you have already printed successfully once. The next time you print, the process will be easier.

You can use VMware as you did the first time you printed. The process will be the same, except that you will not need a TIC-code. When you print a document, it will appear in the queue. You just need to scan your student card/chip at one of the printers at campus.

Possible options for PC

If the two first options do not work (followmeprint and mobileprint), it is possible to set up the printer from your Mac.

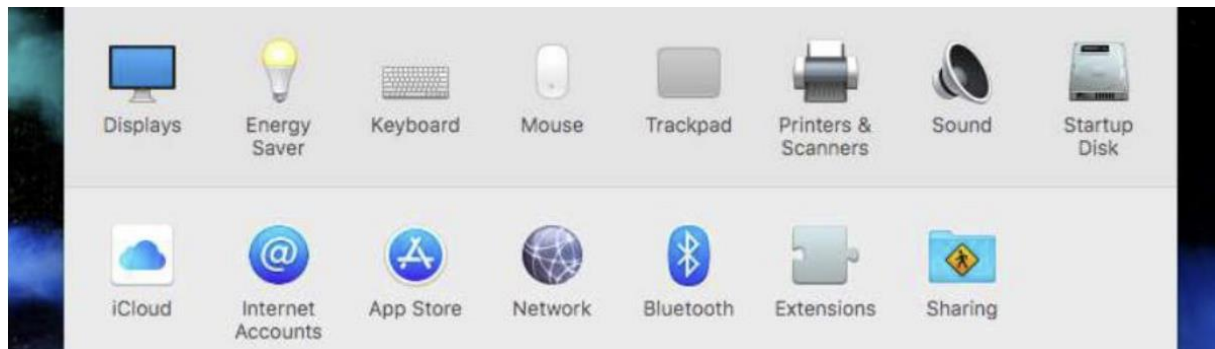
Step 1

Open System Preferences.



Step 2

Choose Printers & Scanners



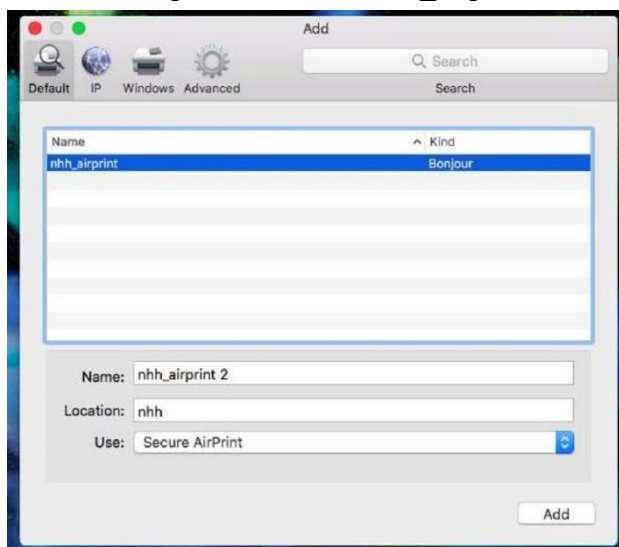
Step 3

Click on the + sign.



Step 4

Click on the printer named “nhh_airprint” and then “add”.

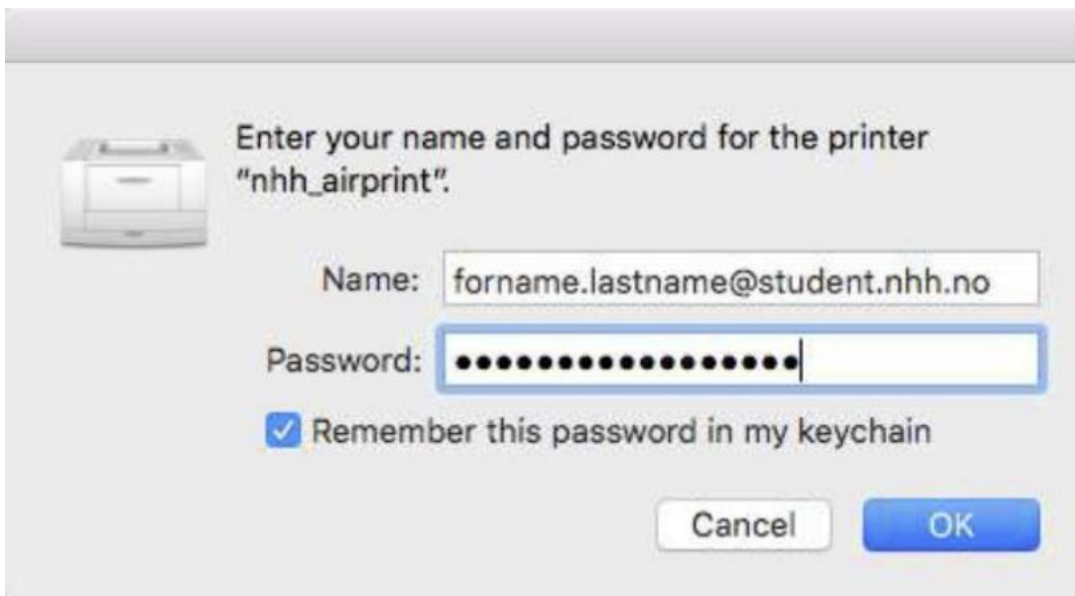


Step 5

Locate the document you want to print. Print it as you normally would.

Step 6

The first time you print you will be asked to write in username and password. The username is forename.lastname@student.nhh.no and the password is the same as you use everywhere else.

A screenshot of a Mac OS X authentication dialog box. On the left is a small icon of a printer. To its right, the text reads "Enter your name and password for the printer 'nhh_airprint'". Below this, there are two input fields. The first is labeled "Name:" and contains the text "forname.lastname@student.nhh.no". The second is labeled "Password:" and contains a series of black dots, indicating a masked password. Below the password field is a checkbox with a blue checkmark, labeled "Remember this password in my keychain". At the bottom right are two buttons: "Cancel" and "OK".

Step 7

If it is the first time you print something at NHH, you will receive a TIC-code in your NHH email. Go to one of the printers on campus. Scan your chip at the printer and type in the TICcode. The next time you print something you just need to scan your chip.

There are two printers placed in the library, two next to the reading halls in the new building and one in the mirror hall.

If you have received a new chip after losing one that previously was activated with a TICcode, you can follow the steps under Manage your printing account to receive a new TICcode.