

Using macOs

macOs users will need to follow the steps below for installing the print driver and adding the Print Bureau's printer.

Install the Printers

1. Download the Graphical Printer Installer (November 20, 2018) from the CoA website (*Resources > For Current Students > Print Bureau Instructions, Prices, & Downloads*).
2. Open the Safari downloads folder to locate the installer in the Finder. On OS X Sierra, you must drag the installer into the Applications folder before proceeding to the next step.
3. CTRL-click (or right-click) the Printer Installer application and choose Open.
NOTE: You may receive a warning about this application being from an unknown developer. Proceed with opening the application.
4. Follow the on-screen instructions to add the printers to your computer.
5. The installer downloads print drivers from the internet; it may take several minutes (typically 5 to 10 minutes) to download the files depending on the speed of your internet connection. A progress indicator is shown for each file as it is downloaded.
6. The installer will offer the choice of installing one printer at a time or all printers in the Print Bureau. Studio plotters are not installed automatically. Choose the plotter for your studio from the list.
7. When you are prompted for a password, enter your computer password and press ENTER.
8. If the installer is interrupted or internet connectivity is lost, restart the installer to continue where you left off.
9. The installer script installs the Pcounter client application in your dock.
 - If you want to delete the application, it can be found in the Applications folder.
 - The Pcounter client application must be running to authorize print jobs and the application must be running before sending a print job.

Additional Printing Information

- When you send a print job to a Print Bureau printer, the Pcounter client application opens an authentication dialog as well as information about the job and its cost. Log in with your eRaider username and password. Once submitted, you will receive a notification from the Pcounter client when the job is finished.
- Passwords are stored in the KeyChain. When changing your eRaider password, open KeyChain Access and delete the entry for PcounterClientLogin.
- When printing on large format printers, use the Print Bureau paper sizes or create a custom size to match your document.

- You must use the printer presets as a starting point for printing. The presets are defined to choose the paper size in the case of the laser printers, or to choose the paper type and color settings on the large-format printers. The presets may not be updated after installation until you have rebooted your computer.