UBC Faculty of Forestry & Environmental Stewardship
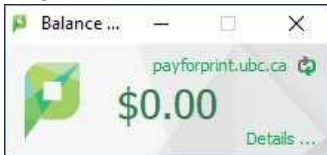
UG Lab Access Common Issues and Fixes

PRINTING INSTRUCTIONS

Any undergraduate at UBC can print from the undergraduate labs through the Central Pay4Print system (the one that is used at UBC Library and other places across campus).

Here are the beginner's instructions on how to use the Pay4Print:

[Pay for Print Getting Started Guide for Students | UBC Information Technology](#)

If they are already familiar with the process, log in on one of the lab computers. When they login on to an UG system, there is a popup (see picture below) that shows their balance (no credit added, no printing) and by clicking **Details…** you get to their payment page.

LOGIN INSTRUCTIONS

If any new or first year students are having difficulty accessing the UG labs, please ask them to follow these steps:

- Check if they have added the .stu suffix to their username; e.g., jdoe.stu, o
  If this fails, they then need to change their CWL password here:
  https://www.myaccount.ubc.ca/myAccount/
  - o Once changed, try logging in again to a UG computer.
  - o Remember, you need to use your new password at all websites (e.g. ubcsecure) using CWL. Make sure to do that.

- If the above fails, ask the student to visit Central IT helpdesk to determine what's the issue with their EAD account.
  - o Walter C Koerner Library: Monday - Friday, 10:00 - 16:00 o 604-822-2008

The computers in the UG labs use an EAD account, which is a copy of their CWL account. New students may not have the passwords synced between their CWL and EAD accounts, and a password change should fix this. However, some EAD accounts may be a corrupt copy, and only Central IT can fix this.

If they have any more questions about undergraduate labs, please contact **Derek Dong** (derek.dong@ubc.ca).