EPIC Printing Issues

Printing – no printouts, can’t choose printer in EPIC, default printer wrong, or can they print from other applications outside of EPIC?

If Yes
Obtain printer EPIC ID, the hostname of the printer, the hostname of all computers that need to print there that are not currently working & contact the helpdesk at 675-5470 Option #2 to get a ticket created and assigned to the Epic.Printing team.

OR
When you log into EPIC and your printers are not getting populated try reclogging into EPIC until they show up. Sometimes the printers you have installed under Windows will not automatically create the first time you log into EPIC. PS Desktop for Citrix has a similar problem and reclogging multiple times until the printers are created solves the problem.

If No
No – obtain hostname of printer, and location of printer & contact the helpdesk at 675-5470 Option #3 to get a ticket created and assigned to Micro-computers for additional assistance.