

MANAGE PRINTING ACCOUNT

Learn how to **add printing credit** to your printing account and how to **request repayment** for yet unused printing credit. Visit <https://short.wu.ac.at/studentprint-en> for more information on your Studentprint account.

Add printing credit

1. Log in to the **Controlpanel application**.
Open **My account > Printing account > Manage credits**.
2. Then log in again using *h+student ID number* and your *WU account password*.

The screenshot shows a login form with fields for 'User Name' and 'Password', a checkbox for 'Keep me logged in on this device', and a 'Login' button. A green callout box on the right contains the following text:

- Username: **h+student ID number** e.g. *h12345678*
- Password: **your WU account password**

You get an overview of your current printing account and available credit:

Budget Info		
User:	Lukas Burghart	
Current Balance:	12.02 EUR	
Last Budget Change:	2021-08-30 13:19:40	
Last Budget Recharges		
Date	Provider / Operator	Amount
2021-08-23 11:49:22	Budget Recharge with PayUnity.Flex	5.00 EUR

3. Click **Budget Recharge** to add printing credit (i.e. an amount of money).

The screenshot shows three buttons: 'Logout', 'Refresh', and 'Budget Recharge'. The 'Budget Recharge' button is highlighted with a green border.

4. Enter the amount you would like to add to your Studentprint printing account.

Please note You can add any amount from 5 EUR up to 50 EUR per day.

- Click **Next** to continue. You will be redirected to the payment provider's page to complete the process.

Budget Recharge

PayUnity – powered by

User: Lukas Burghart

Set Cash Amount: EUR *

The minimum possible cash amount is 5 EUR and the maximum possible cash amount is 50 EUR per Day.

Online Payment Provider: PayUnity.Flex

* These mandatory fields must be filled in.

Logout

Cancel

Next

Alternatively, click **Cancel** to stop the transaction and to return to the overview of your printing credit.

Request repayment

If you have paid for **additional printing credit**, you can request repayment for the yet unused amount of that credit.

IMPORTANT

- Outside of campus WU, you need to establish a VPN connection first to request repayments. Please check <https://short.wu.ac.at/vpn-en> to do so.
- It may take a few days for your bank to credit the refund.

- Log in to the **Controlpanel application**.
Open **My account** > **Printing account** > **Repayment request**.
- Then log in again using *h+student ID number* and your *WU account password*.
- Enter *h+student ID number* and *IBAN*, then click on "Antrag absenden" (**Submit Request**).

Bitte geben Sie die Matrikelnummer und die IBAN ein um eine Budgeterstattung zu beantragen. Sie werden einen Bestätigungs-Code per Email erhalten und können danach den Antrag abschließen.

Matrikelnummer:

IBAN:

- "Matrikelnummer": **h+student ID number** e.g. *h12345678*
- IBAN: **your bank account number**

- You receive a **confirmation code** on your **WU email address**.
Enter *h+student ID number* and the confirmation code, then click "Absenden" (**Submit**).

Bitte geben Sie den Bestätigungs-Code ein, welchen Sie per Email erhalten haben. Danach können Sie den Erstattungsprozess fortführen.

Matrikelnummer:

Bestätigungs-Code:

- "Matrikelnummer": **h+student ID number** e.g. *h12345678*
- "Bestätigungs-Code": **PIN from your email**

- You will get a summary of your refund.
Check if the data are correct, then click "Bestätigen" (**Confirm**) to finish your refund request.

Feedback and Support

The **IT Support Center** at the Vienna University of Economics and Business is the first point of contact for WU faculty, staff, and students in all IT-related matters. We are available to provide additional help and are also interested in your feedback on these instructions.

Hotline +43 1 313 36 – 3000

Email hotline@wu.ac.at

Availability short.wu.ac.at/it-support-hours

Website www.wu.ac.at/en/it/support

