

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

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



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



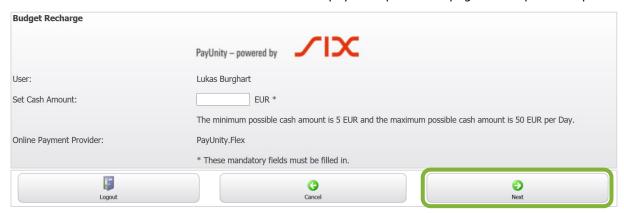
3. Click **Budget Recharge** to add printing credit (i.e. an amount of money).



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.

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



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

Request repayment

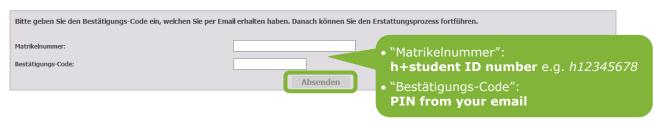
If you have paid for **additional printing credit**, you can request repayment for the yet unused amount of that credit.



- 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.
- 2. Then log in again using $h+student\ ID\ number\ and\ your\ WU\ account\ password.$
- 3. Enter h+student ID number and IBAN, then click on "Antrag absenden" (Submit Request).



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



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

