Frequently Asked Questions

How do I gain access to WebCRD?
Accessing WebCRD is simple. Make sure the domain is on Standard Account on the Login Page. The login is the same as your compute login ID—a lower case "e" followed by your employee ID# and then your password.

What is the turnaround time for print orders?
All remote submission orders have a 2 business day turnaround. If the job is turned in on a Friday, it is a 3-day turnaround.

Can I only submit a PDF file to the Print Center?
Yes, all submitted files must be a PDF. If you do not have a PDF version of the file, please use the SurePDF option—see "Getting Started with Remote Submission" on the login page.

What is SurePDF?
SurePDF is a print driver that converts your file into a PDF, then places it in your cart for ordering. Simply open your file you want to submit and select the print option and the "RRISD Print Shop driver."

Can I change the quantity for an order once I have submitted the order?
Once the order has been submitted, the quantity cannot be changed by the user. However, if you go to the "Orders" tab and open your order, you can easily order more by selecting "Reorder." Or you can contact the Print Shop by email or x 6980 and we can change the quantity for you.

Are the paper colors listed on the online submission form the only colors we can select from?
Yes, white text weight paper, pastel blue, pink, orchid, yellow or green text weight paper are the only paper colors which can be used. Cardstock, bright paper colors, or other special papers must be ordered through a Print Request (see your campus secretary or budget manager to use one of these forms).

Can remote submission be used to order other types of print jobs besides quick copy type jobs?
Only quick copy type jobs are allowed through remote submission. Orders for envelopes, letterhead, posters, business cards, notepads, jobs to be printed in color, or any other speciality type job must be submitted on a Print Request form (see you campus secretary or budget manager for assistance.)

How do I cancel an order?
To cancel an order you must call or email the Print Shop and supply us with the order number you wish to cancel.

How do I order class sets?
You can order class sets by creating a contact list and using this list in your order. See "Ordering for Multiple Recipients" on the login page.

What is the difference between collated and uncollated?
The collated option keeps your document in order the way you submitted it. The uncollated option separates each page individually for printing.

How do I know if I have the correct budget code?
Contact your campus secretary or budget manager to get the correct budget code.