Which cards can I use for uniFLOW?

- You can log in to the Canon MFP with the following cards:
- ID card for students
- ID card for staff members
- library card (and activated cards from partner universities)
- personal resource card
- TUGraz copycard (guest card)

Canon MFP does not recognize my card:

When placing your card on the card reader of the Canon MFP and there is no reaction, please check if the card is damaged. A small crack or kink is enough to destroy the antenna of the map.

Please contact the facility where you received your card and request a new one.

Your credit will automatically be available on the new card the next day.

Lost your card?

Please contact the facility where you received your card and request a new one. Your credit will automatically be available on the new card the next day.

Note: For a lost TUGraz copycard there is no replacement or refund!

Why is my card invalid?

If your card was replaced or you received a new one, the card will be valid the following day.

What happens to my credit when I replace my card?

Your credit is not stored on the card but on the uniFLOW server.

After replacing it, the card is valid and ready to use the following day.

I use the card of another university as a TUGRAZ library card:

If your ID card of the other university is linked to the TUGRAZ library card, then you can

use the Canon MFP. You just have to note that the associated user of the

library user is $xxxxxxxx, which you received from the TUGRAZ library.

How do I print with the PRINT-PC?

In order to print, use the installed printer "uniFLOW". When submitting the details, the printer registers the user associated with the used card.

How do I print at the library PC?

To print, use the installed printer "uniFLOW". When submitting the details, the printer registers the user associated with the used card.

If you use a loan card from the library, please ask which user you will have to enter.

How do I print at the learning centre?

To print, use the installed printer "uniFLOW".

It is important that all settings are set prior to sending the print job as subsequent changes are not possible.

In order to print with the Canon MFP you will need the corresponding card.

How do I print at the learning centre if I do not have a TUGRAZ student ID?

As a student of Graz University of Technology, you should have a TUGRAZ student ID card when studying at a partner university, you too can apply for an ID card.

However, if you do not have a TUGRAZ student ID, then please use the installed printer "uniFLOW (Print with other Username)". This printer registers a user name; you can enter the user name associated to the card.

As a card this would either be a TUGRAZ copycard or a TUGRAZ library card.

It is important that all settings are set prior to sending the print job as subsequent changes are not possible.

In order to print with the Canon MFP you will need the corresponding card.

How do I print with my own notebook?

You need to install a printer on your notebook. The installation instructions can be found in

the IT instructions in TU4U.

It is important that you chose the user in print settings that is associated to your card.

Which printer shows my print jobs?

Since the print jobs are stored at the central uniFLOW server, you can see your print jobs

at all Canon MFP that are marked as Canon MFP with uniFLOW connection.

My print job can be selected on the Canon MFP but not printed:

If a red dot with a white X appears on the left side of the print job, the print job costs

more than credit is available.

My print jobs are not displayed:

Either the print job was not sent to the uniFLOW server or the print job was not sent with the user information associated with the card that was used.

Can I change my print job on the Canon MFP?

No, you cannot make changes to the print job.

All settings (color, double-sided, number of copies ...) must be set before printing.

Repeated printing is possible directly on the Canon MFP.

How long are my print jobs stored on the Canon MFP?

Print jobs are not stored on the Canon MFP, they are all located at the central uniFLOW server where they are stored for 12 hours.

Print jobs that you have already printed will be stored for 1 hour, they are displayed in a separate list.

However, you can manually delete print jobs on the Canon MFP.

What do I do with the credit of my old copy card?

You can still use the previous copy cards until September 2018 at the following locations:

Copy cards of the TU Graz Student Union (HTU GmbH):

- Inffeldgasse 18 / EC
- Stremayrgasse 16 / EC
- Technikerstraße 4 / EC
- Rechbauerstraße 12 / KG

Copy cards of the print service of Graz University of Technology:

- Rechbauerstraße 12 / KG

Where can I charge my card for uniFLOW?

You can top up blans via unipay.tugraz.at (credit card or bank debit) or directly at the copy shop of TU Graz Student Union (HTU GmbH) as well as at the print service of Graz University of Technology.

What do I do with the uniFLOW credit when I no longer need it?

At the copy shop of TU Graz Student Union (HTU GmbH) and at the print service of TU Graz the credit will be paid out minus a processing fee.

How much credit do I have left?

On the Canon MFP you will see your current credit when viewing the print jobs in the upper part.

You can also check your current credit via unipay.tugraz.at.