



THE UNIVERSITY OF
MELBOURNE



STUDENT PRINT
a seamless way to print

Need support for a printing issue? Submit a 'ServiceNow' form

SUPPORT

1. Open URL unimelb.service-now.com/sp
2. Enter [Preferred contact number]
3. Select [Issue Type]

Student print support

Use this form to report printing problems or other issues with student printers.

This form is used to report on printing problems, refund requests and other print related issues with student printers.

For credit refunds related to print issues, refer to the link <https://studentit.unimelb.edu.au/study/qant-and-scan>

REQUESTED FOR

* User

Preferred contact number

ISSUE DETAILS

Issue type

- Support
- Balance transfer
- Feedback

5. Enter [Printer name] and [Issue or feedback]
6. Select [Campus], [Building], [Floor] and [Room]

PRINTER DETAILS

* Printer name

* Issue or feedback

Include as much detail as possible

LOCATION DETAILS

* Campus

* Building

Floor

4. Select 'Support' as [Issue Type] for printer-related issue

7. Select [Submit]

ServiceNow Form

BALANCE TRANSFER

1. Select 'Balance Transfer' as [Issue Type] if you are leaving the University and would like a refund for any outstanding balance on your card.
2. Enter [Student ID]

*Student ID

Balance transfer

The University will endeavour to refund to the same credit card that was used to top-up the account. However, the University may contact you on further details if required.

ADDITIONAL INFORMATION

Comments, questions, or additional requirements

3. Select [Submit]

FEEDBACK

1. Select 'Feedback' as [Issue Type] to provide general feedback
2. Enter [Issue or feedback] then provide feedback in the space provided.

* Issue or feedback

Include as much detail as possible.

ADDITIONAL INFORMATION

Comments, questions, or additional requirements

3. Enter [Additional Information]
4. Select [Submit]