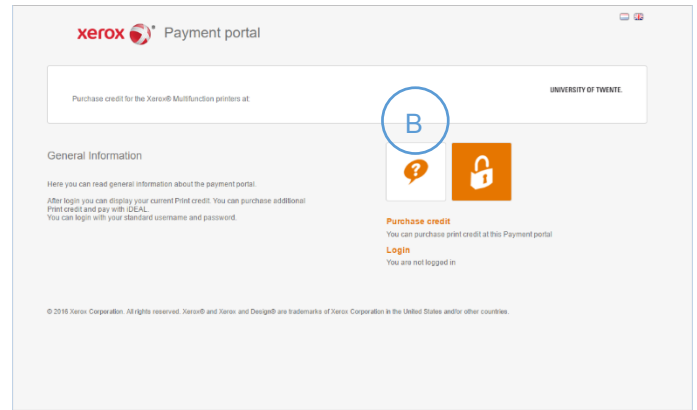
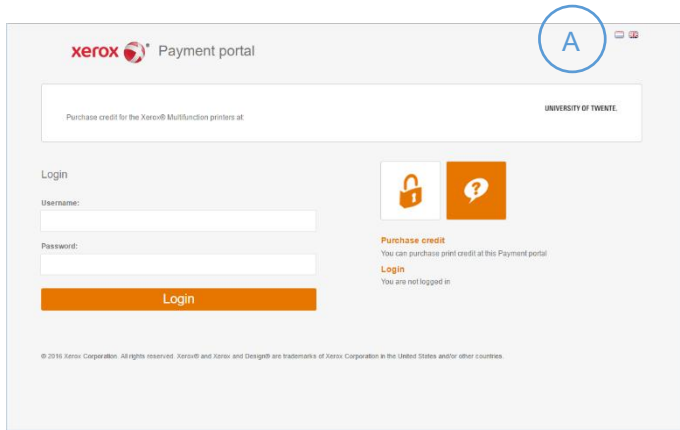


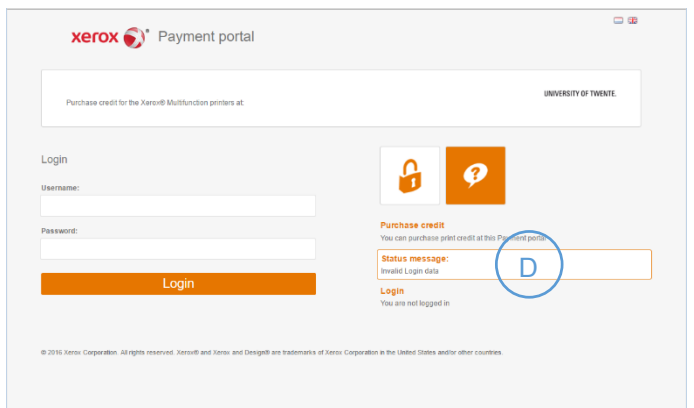
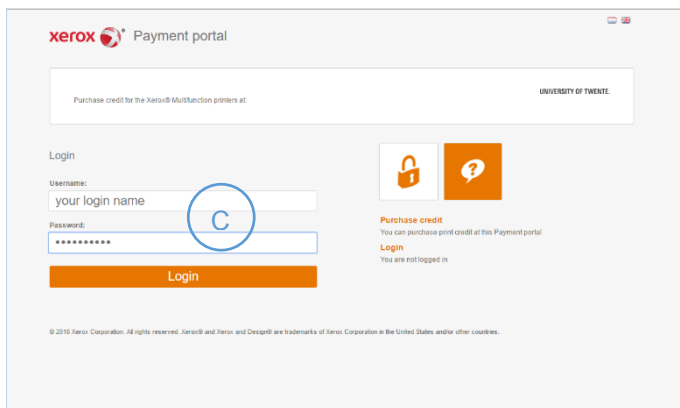
How to top up your print credit

Topping up your print credit, checking your balance or control your print / copy history for the Xerox Multifunction printers at the University of Twente can be done at the Payment portal which can be found at <https://printquota.utwente.nl>



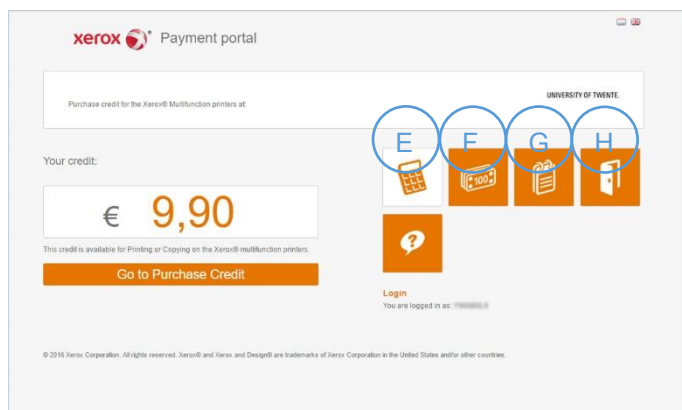
A The payment portal is available in English and Dutch
Change the language by clicking on the flag

B By clicking on the question mark you will get information



C You can log on to the payment portal with your standard University of Twente user credentials

D An incorrect entry will display a message in the Status Message field

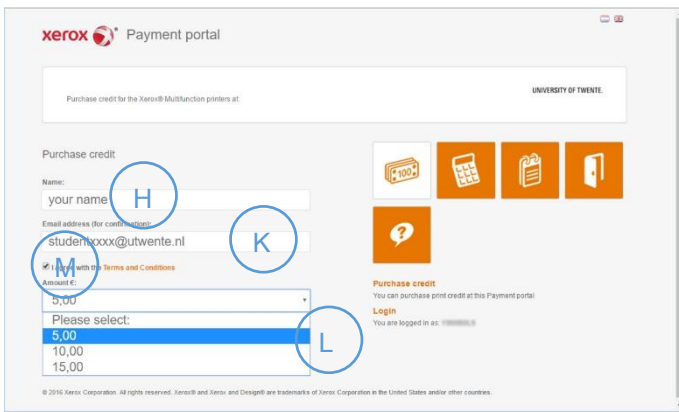
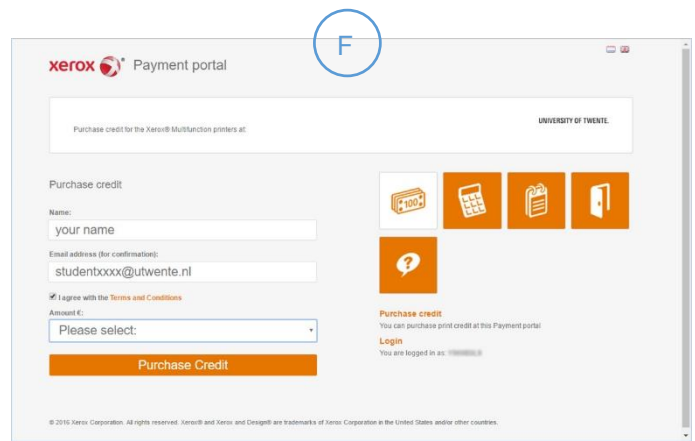
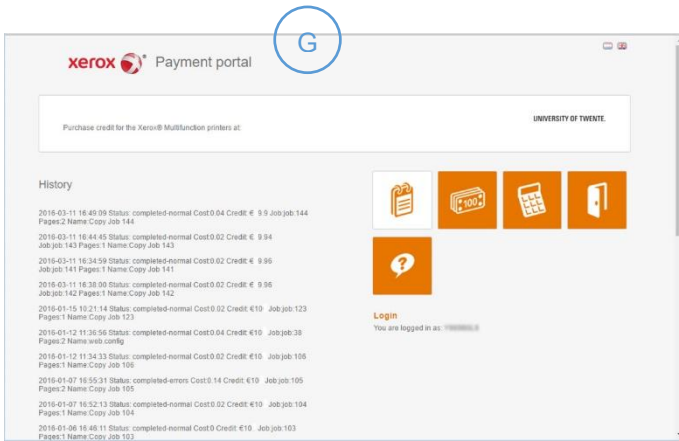


E Your balance is visible when you have signed in. You can always check the balance by clicking on the calculator icon

F Clicking on the banknotes icon or on Go to Purchase Credit takes you to the top-up menu

G Clicking on the icon with the notebook shows your usage history

H Clicking the door icon signs you out



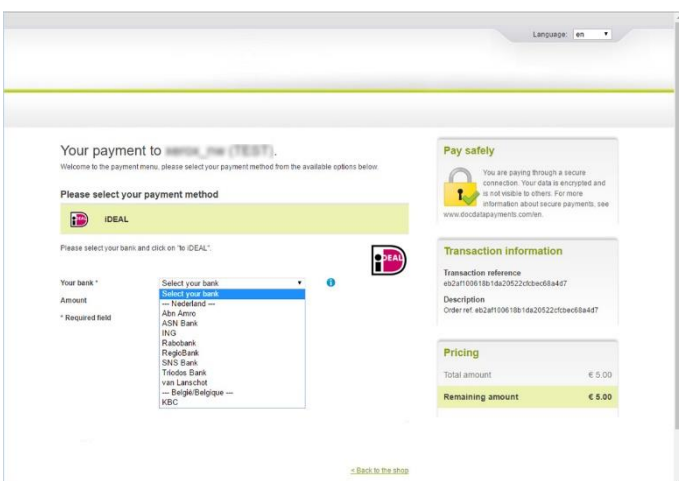
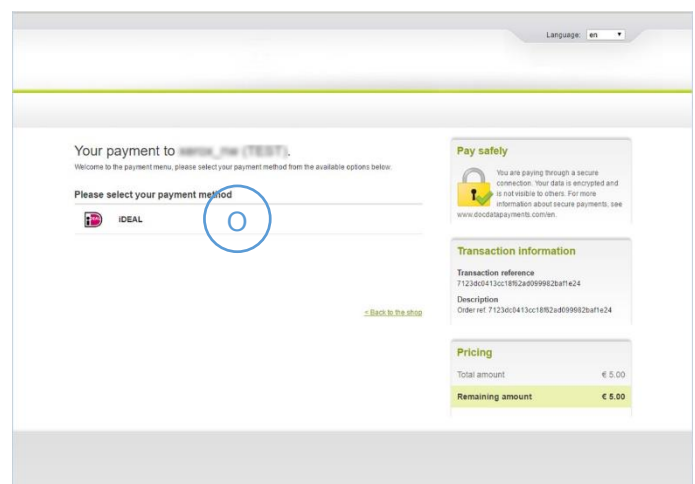
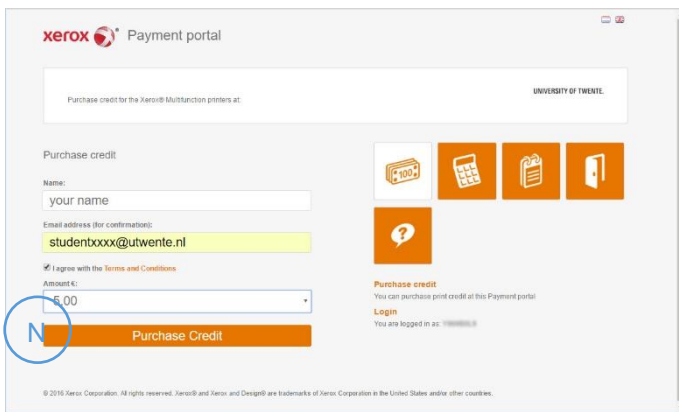
H Type your name in the Name field

K A confirmation email will be send to your known email address. You can change it if preferred

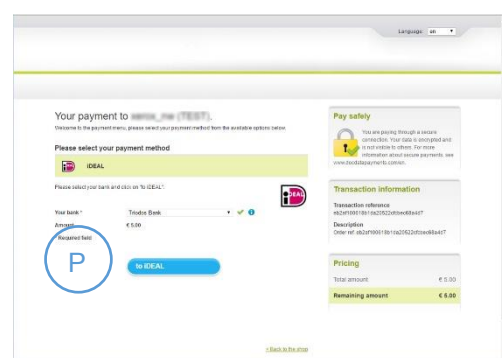
L Choose the amount to top up the balance, 5, 10 or 15 Euro

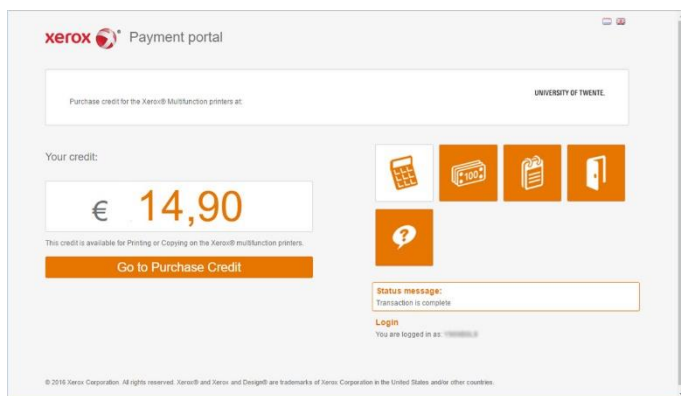
M Read the terms and conditions and check the accept box

N Finally click Purchase Credit, it opens the banking site, click on iDEAL **O**



You entered a standard iDEAL environment, choose your bank and click to iDeal **P**





After payment, you will return to the Payment Portal, your balance is increased with the amount you paid

A Status message: "Transaction is complete" will indicate a successful payment and your balance will show the upgrade.

On rare occasions the processing of a payment is delayed as indicated by Status message: "Transaction is in progress". Your balance will be upgraded later.

Other Status messages will indicate that a payment has failed.

Finally you will receive an email confirming the transaction, like:

From: noreply@xx.nl [mailto:noreply@xx.nl]
Send: woensdag 13 april 2016 10:58
To: studentxxxx <studentxxxx@utwente.nl>
Subject: Credit purchase

Dear guest/student,

Your print credit has been upgraded with € 5,00

Your credit is now € 14,90

Transaction identification: 5797F15C00FEB8876B55808D57CD8A39

On behalf of Xerox, we thank you for the use of this service.

Mail adres Xerox Service Desk: XNL.XOS.Helplijn.Breukelen@xerox.com

Telefoonnummer: 0346-255500