



GSA VCPrint

Getting Started

User Guide

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Chapter 1: Introduction

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Welcome to VCPrint

VCPrint is an online tool for ordering printed documents and other items from GSA Graphics and the GSA Warehouse. You can place orders for files that you upload from your computer, or for items that you pick from a Catalog.

This short guide will tell you the basics of using VCPrint: how to log in, how to upload your own files or pick other items to order, and then how to place your order with Graphics.

How do I select print options for my items... and... how much will this cost, anyway?

Once you add items to your Cart, you can select what you want Graphics to do with each item. For example, for print items, you can select options such as 2-sided or single-sided printing, paper colors, black and white or color printing for the whole document or for specific pages, binding, tabs, and so forth. There's also a real-time preview which is updated as you pick various options, so you'll see exactly how your file will look once it's printed.

The options are endless, and you'll be able to select from any of the services that our print center offers (although the system won't let you pick options that don't make sense, such as stapling for a 1-page document).

As you select your options, the price for the item is updated immediately, so you can see just how much your order will cost. You're in complete control, and you can adjust the print options as needed to fall within a desired price point per copy.

Who's going to get the stuff that I'm ordering?

You'll also select people to receive your order. Usually, it's *you* receiving the stuff you're ordering. And, you can definitely add in your office buddy and your associate in a second location... in fact, you can add in as many people as desired to receive as many copies as needed of all or some of the items in your order.

How do I pay?

When placing your order the system will require you to enter your Budget Unit. You will also have the option to include your Activity Account, Function Account, Phase, and Program.

Finally... when will I get my stuff?

Once you click [Place Order](#) on the Cart page, everything gets sent to GSA Graphics.

You can choose to have an order receipt emailed to you (most people like that, but if you don't, you can turn it off on your My Account page).

You can also track the status of your order on the My Orders page. This page is always up-to-date, and it tells you if your order is still being worked on at the print center, or whether it has shipped yet.

OK, let's get started! First, take a moment to read about how to get help with VCPrint if you need it, then you can dive in and order your first items.

Using Online Help

If you need assistance at any time when you're using VCPrint, just click the [Help](#) link, which is found at the top of each page.

This opens up the help for the page you're on, either in a new window or a new tab of your browser, depending on how you have your browser configured. If you don't see the help pop up right away, look carefully at your browser tabs and find the one that has the VCPrint help.

- Navigate to other topics using the menus at the top of the page or the links in the side menu.
- Search for information by typing one or more search keywords into the search bar, and then clicking the [Search](#) button.

Search Tips

Tip 1: use double quotes to search for an exact string

```
"account codes"
```



Tip 2: use AND / OR with multiple search keywords

- Use *AND* (or simply a space) between search keywords to find topics containing all search keywords, anywhere in the topic (the words don't have to be next to each other).
- Use *OR* between search keywords to find topics containing either search keyword, anywhere in the topic.

```
account AND codes
```

```
account codes (same as using AND)
```

```
account OR codes
```

- Click the  **Expand All / Collapse All** button at the top of a topic to expand (show) or collapse (hide) all text hidden beneath clickable toggler links in the topic.
- Click the  **Print** button at the top of a topic to print that topic, or use your standard operating system and browser commands (such as **File | Print, Ctrl+P**, or **Command+P**, depending on your browser and whether you are on Windows or Mac).

Note: You may wish to click the **Expand All** button to expand all hidden text before printing.

- PDFs of VCPrint online help and training information for each module can be viewed or downloaded from the Help link

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Logging in and out of VCPrint

VCPrint User IDs and passwords will typically match your Active Directory account details. If you are having trouble remembering your login details, email vcprint@ventura.org for assistance.

User ID and password tips

- Your username and password will typically be your Employee ID # and your email password. Some users (like HCA, PWA, and Fire employees) may have an alphabetic username. You must select the appropriate domain when logging in.
- User IDs and passwords are case-sensitive.

Log in

1. Open a supported web browser and type the URL address for the VCPrint Login page:
<http://vcprint/>

You may see a message on the Login page if the browser you are using is not on the current list of certified browsers; however you may choose to continue using VCPrint with this browser. Typically, VCPrint will work with a newer browser versions.

2. Select your domain from the drop-down list.
 - Select the appropriate domain (**HSA/ENT/HCA/VNCFIRE/VCSO/local**) to authenticate your login details.

3. Type your User ID and password, and then click **Log In**.

Note: If your account is missing any required contact information (phone, ZIP, etc.), you will be asked to fill in the required information before continuing.

Log out

Click **Logout** in the title bar at the top of any page.

Note: You are automatically logged out if there is no activity on your screen for a time (default: 30 minutes).

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Ordering Items Using the Ordering Home Page

The Ordering Home page is displayed when you first log in to VCPrint. This page is where you'll start when you want to add items to your Cart.

Uploading new files to your Cart

Uploading one or more new files is one way to add items to your Cart. There are several ways that you can select files to upload.

Note: VCPrint accepts many file types. The valid file extensions are shown in the Upload A File area of the page.

Note: Depending on the configuration of your account, there may be a maximum number of unique items allowed in your Cart. When you add items to your Cart, a message informs you if your Cart is already full, or if the new items would exceed the maximum allowed (no files will be uploaded).

Note: To upload a file such as a Google Docs document to VCPrint, first save it as a PDF on your desktop or other network-accessible location, then upload the PDF to VCPrint.

Upload one or more files by selecting them from a folder

1. On the Ordering Home page, click anywhere on the **Upload a File** tile (or click the **Click to Browse** link).

The Open or Choose File dialog box is displayed, filtered to show only file types that are accepted for upload.

2. Navigate to the folder containing the file(s) you want.

3. Select one or more files in the folder.

Use standard selection methods for your computer to select multiple files (for example, shift-click and ctrl-click).

4. Click **Open** to upload the selected files.

The Cart page is displayed after the files have been uploaded.

5. If you want to upload more files (for example, from a different folder), click **Continue Shopping** on the Cart page to go back to the Ordering Home page, then repeat steps 1-4.

Upload one or more files using drag and drop

1. Navigate to the folder containing the file(s) you want.

2. Select one or more files in the folder.

Use standard selection methods for your computer to select multiple files (for example, shift-click and ctrl-click).

3. Drag the files to the Ordering Home page, and drop them anywhere on the **Upload a File** tile.

The Cart page is displayed after the files have been uploaded.

4. If you want to upload more files (for example, from a different folder), click **Continue Shopping** on the Cart page to return to the Ordering Home page, then repeat steps 1-3.

Adding Catalog items or items from My Files to your Cart

You can add items to your Cart from a portlet Catalog or from My Files.

- Catalog portlets contain items that are already uploaded and configured. Examples of Catalog items include the Business Support Calendars and the COVID-19 Toolkit materials.
- My Files are your own files that you've previously uploaded.

Add items to your Cart from the Catalog or from My Files

1. Type search criteria for the item description (name) in the search box, and then click [Go](#) to display matching items.

OR

Click [Search](#) with no search criteria to display a list of all items.

2. If necessary, display the Select Items page by typing additional search criteria and clicking [Search](#), or click on a folder name.
3. On the Select Items page, type or select quantities for one or more items, and then click [Add All to Cart](#) (bottom of page).

OR

Type or select a quantity for a single item to order, and then click [Add to Cart](#).

The [Cart](#) link in the notifications area is updated to show the number of unique items currently in your Cart.

The specified quantity is added for each recipient on the Cart page. The text [\(Multiple Recipients\)](#) is shown in this case, and the total quantity added to the Cart is the specified quantity * number of recipients.

4. Add more items to your Cart if desired. Click a link in the navigation path at the top of the page to see files in another Catalog or folder.
5. When done adding items, click the [Cart](#) link in the notifications area to display the Cart page.

How to search for items to add to your Cart

Search details

- Specific search fields that are available will vary depending on the page you are currently on.
- The Item Search bar contains a single Search field that can be used to search for an item by Item Description, Form #, or any active metadata category field.
- Select a **Rows Per Page** option to display fewer or more items in the list.
- Select a **Sort By** option to change the default sort order (display order) of the items in the list.
Options are: Date Created, Item, Form #, and Location (Catalog / Folder).
- For items, below the Search field, you can click **Show Advanced Search Criteria** to display specific field inputs for all available search criteria, including Created dates and Expiration date (for your files).
- Click **Remove Advanced Search Criteria** to hide those fields and clear the advanced search criteria.

Adding a Special Order item to your Cart

You can add a special order item to your Cart. You'll use this option when you do not have a file that can be uploaded.

Examples of special order documents or items include:

- Hard-copy documents that you will deliver to Graphics (for copying, scanning, archiving, etc.).
- Files on a CD or other external storage media that you will deliver to Graphics.
- Files that your print center does not accept for uploading.

Add a special order item to your Cart

Click the **Go** button in the Special Orders section of the Ordering Home page.

A new special order item is added to your Cart, and the Cart page is displayed so that you can select options for this item (this may include print options, as well as specifying who will receive this item and billing information).

Using the Cart page

Overview: Use the Cart page to place an order

1. If desired, provide an optional name for your order.
2. Click the [Preview/Change Options](#) link to configure the Print Options for each item in the order.
3. Click [Continue Shopping](#) to add more items to your Cart if desired.
4. Select the desired ship date for your order.
5. Select quantities and the shipping method for each Shipping Address (recipient) .
6. Review Billing Information (enter account codes if necessary).

You can also click the [Estimate](#) link to see the Order Charges page if desired.

7. Click [Place Order](#) to place your order.

What happens when you click the [Place Order](#) button

When you place your order it is submitted to the print center immediately for processing.

1. Review your order carefully on the Cart page before clicking the [Place Order](#) button.
Note: Once you place the order, you cannot modify or cancel it. If you need to change an order that you have placed, contact vcprint@ventura.org or 654-3743 as soon as possible.
2. Click [Place Order](#) at the bottom of the Cart page.
 - Confirm the order cost, and then click [Place Order](#) again on the confirmation dialog box to submit the order to the print center or for approval.
 - You can click [Cancel](#) on the dialog box to return to the Cart page if you need to make more changes.
 - After you place the order, the Order Submitted page is displayed. You can print this page as an order receipt if desired (most users have the order receipt send to their email; you can set this up in My Account).

Save your Cart without placing an order

VCPrint automatically saves changes you make on the Cart page (such as print options, quantities, ship date, etc).

Your Cart, with all saved items and selections, is available at any time by clicking the [Cart](#) link in the Notifications area on Ordering pages.

You can start a new Cart by clicking [Start a New Cart](#) at the bottom of the page. You have the option to save your current Cart, whereby your order will become available from the Orders list as a Saved order. If you do not save your current Cart, the order in progress is canceled.

Save your Cart without placing an order

VCPrint automatically saves changes you make on the Cart page (such as print options, quantities, ship date, etc).

Your Cart, with all saved items and selections, is available at any time by clicking the [Cart](#) link in the Notifications area on Ordering pages.

You can start a new Cart by clicking [Start a New Cart](#) at the bottom of the page. You have the option to save your current Cart, whereby your order will become available from the Orders list as a Saved order. If you do not save your current Cart, the order in progress is canceled.

Placing an Order with SurePDF

SurePDF™ is a downloadable print driver that is available for both Windows and Macintosh computers. Create your content in the application of your choice (such as Word, Excel, and so forth). Then, simply select the **Print** command in your application, and pick the SurePDF printer to start the process of uploading a file to VCPrint and placing an order. You'll select all of the print options for this file on the Cart page before placing the order.

Note: Ensure that you have downloaded and installed the SurePDF print driver for your operating system.

Placing a SurePDF order (Windows and Macintosh)

These steps are the same for both Windows and Mac users.

Upload a file to VCPrint using the SurePDF printer

Note: This information applies to the SurePDF 5 workflow.

1. Create your file. You can use any application that supports PostScript printing.
2. Choose **Print** from your application's File menu.
3. Select the SurePDF printer from the Printer drop-down list as **SurePDF_VCPrint**.
4. Click **Print** on the Print dialog box.

The progress bar is displayed as the file is being converted to PDF and uploaded to VCPrint.

Note: After you log in to VCPrint and configure the file, you can use SurePDF to add more files to the order before submitting it.

Log in to VCPrint to configure the file and optionally submit the order

1. On the VCPrint Login page, type your User ID and password and select your domain, and then click **Log In**.

Note: If you have used SurePDF and logged in to VCPrint within the past 30 minutes, your User ID and password are displayed automatically on the Login page.

Note: If your account is missing any required contact information, you will be asked to fill in the required information before continuing.

2. If you already have items in your Cart, you can either add this file to your current Cart or start a new Cart (if your Cart is empty, the Cart page is displayed automatically and these two choices are not shown).

- Select **My Cart** to add this file to your current Cart (default selection); or
Select **A New Cart** to add this file to a new Cart (your current Cart contents, if any, are saved).
- Click **Checkout**.

Note: Depending on the configuration of your account, there may be a maximum number of unique items allowed in your Cart. When you add items to your Cart, a message informs you if your Cart is already full, or if the new items would exceed the maximum allowed (no files will be uploaded).

If your Cart is full, you can select from these options:

- Go to the existing Cart without ordering this file
- Create a new Cart and order this file.

Your existing Cart will be saved and can be found on the Orders page.

3. Select print options for the file.
4. If you want to add more files to the order, click **Continue Shopping** to display the Ordering Home page, and then do one of the following:
 - Select additional files (that you previously uploaded) from your My Files area or from the Catalog.
 - Close the VCPrint browser window and print another document to the SurePDF printer to add to your Cart.
5. When you are ready to submit the order, click **Place Order** on the Cart page.

Add more files to this order from your uploaded files or from SurePDF

Before placing the order, click **Continue Shopping** on the Cart page to display the Ordering Home page, and then do one of the following:

- Select additional files (that you previously uploaded) from your My Files area or from a Catalog portlet.
- Close the VCPrint browser window and print another document to the SurePDF printer to add to your Cart.