Adding Print Queues

How to add the location-based print queues

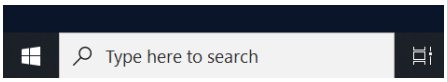
Fannie Mae

Print Driver

Print Drivers have been automatically deployed to your machine.

Add Print Queues - Windows

Navigate to the search bar located in the bottom left of your desktop.



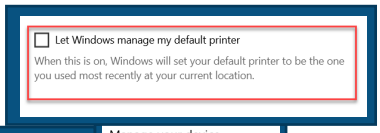
1. Search for and open "**Printers & Scanners**" then click the plus button labeled "**Add a printer or scanner**"
2. Click "**the printer that I want isn't listed**"
3. In the popup that appears, select "**Find a printer in the directory based on location or feature**" and click **Next**
4. In the "**Find Printers**" window, search by location (see the image below for queue names and locations)

MTC_FollowMe_Print_Ricoh	Washington DC
UTC_Regions_FollowMe_Print_Ricoh	Urbana/NewYork/Boston/Philadelphia/Chicago/SFO
RTC_FollowMe_Print_Ricoh	Reston
Plano_FollowMe_Print_Ricoh	Plano

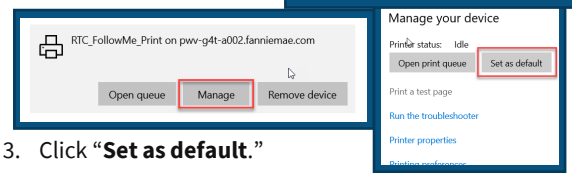
5. Double click the queue name in the search results box. It will be formatted as **Location_FollowMe_Print_Ricoh**.
6. When it is finished, you will see a popup.

Set a Default Printer

1. Go to the "**Printers & Scanners**" menu again. Scroll down and make sure that "**Let Windows manage my default printer**" is **Unchecked**.



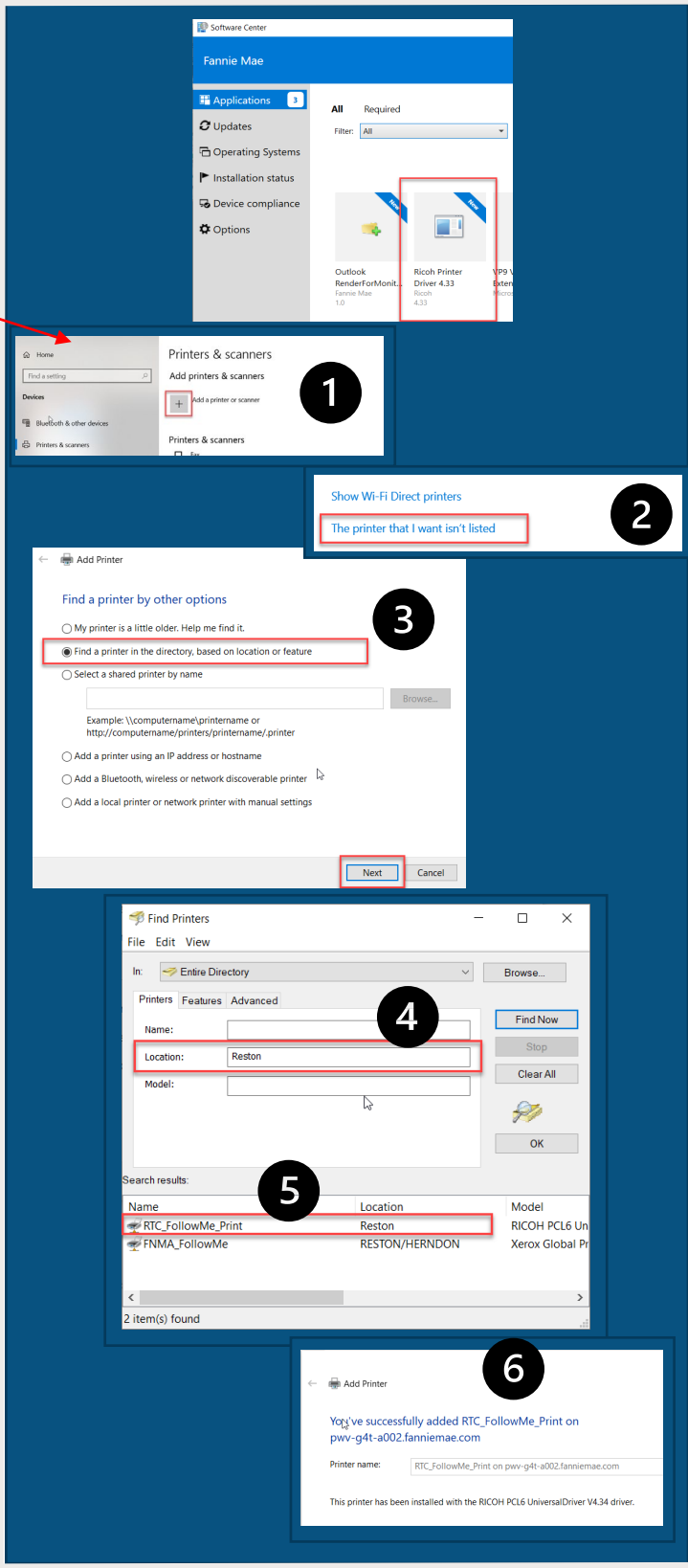
2. Select the new printer from the list and click "**Manage**"



3. Click "**Set as default**."

Mac Users

Go to **intelligent Hub**, click on **Ricoh Printer Driver**, select printer for your desired location.



If you have questions or need assistance, contact Tech Support at 844-752-1234, option 2

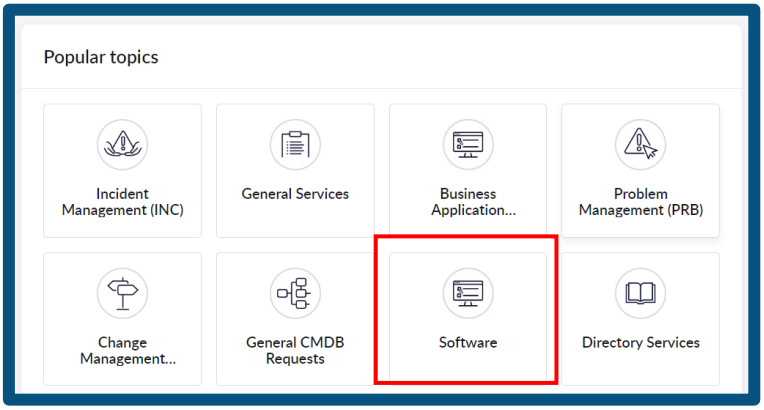
Plotter Printing Guide - Windows

How to use Plotter Printers to print large-scale documents

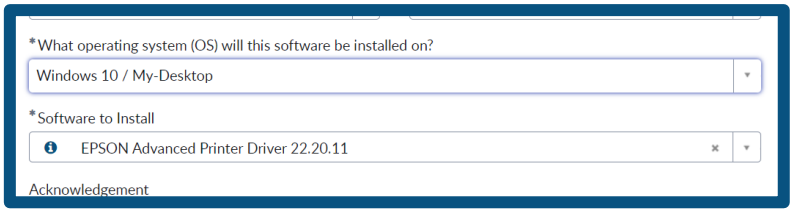
Plotter printers are utilized to print large scale documents, up to 36x48 inches. In order to print using one of these printers, you must submit a MyServices request to download the driver.

MyServices Request:

1. Go to MyServices (from Homesite > Useful Links) and scroll to “Popular topics”
2. Select “Software”

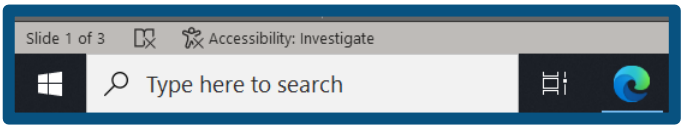


3. Select your operating system and then, under software, type “Epson” to find the printer driver.



4. Provide a business justification for needing the access to Plotter printers.
5. After approval, it may take up to **24 hours** for the driver to appear in your software center.

Downloading the Driver:



1. Log in to VPN via Citrix
2. Open the Software Center by typing “Software Center” into the Windows search bar at the bottom of your desktop.
3. Search for “Epson”
4. Click on “Epson Printer Driver” and then click “Install”

You will need to connect to the appropriate plotter printer, based on the location you are printing (i.e. the plotter printer does not use “follow me” printing).

For questions or other assistance, please reach out to Print Support at print_support@fanniemae.com or 202-752-1775.

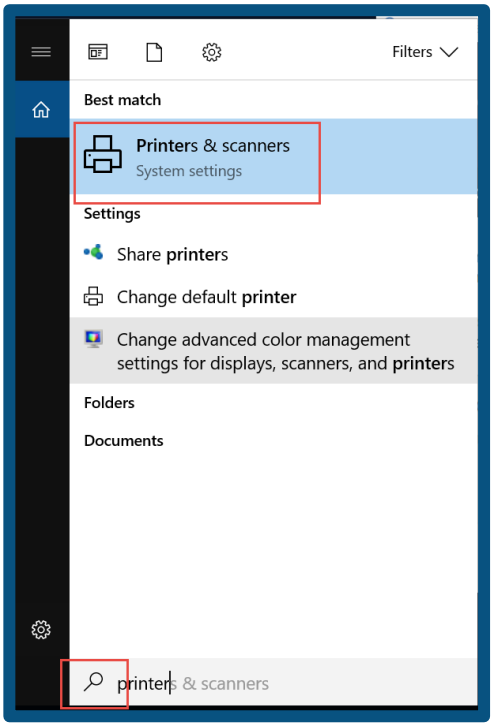
Plotter Printing Guide - Windows

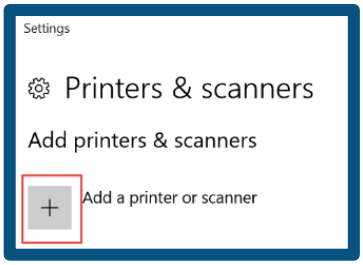
How to use Plotter Printers to print large-scale documents

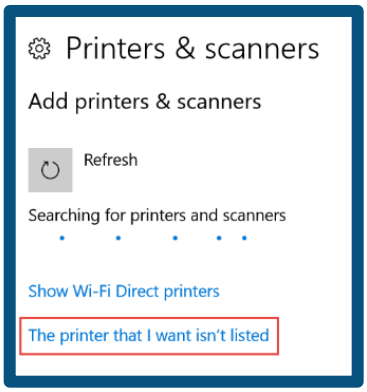
Fannie Mae

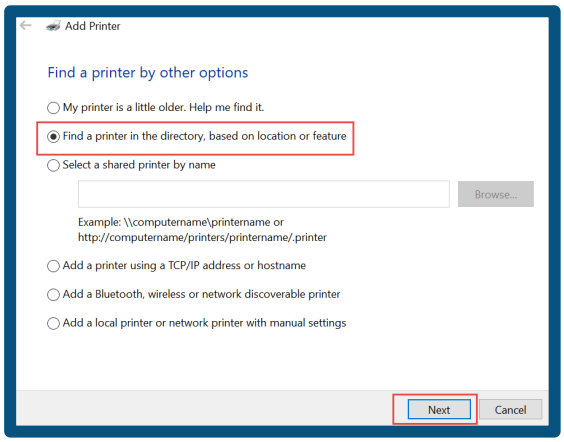
Add the Print Queue:

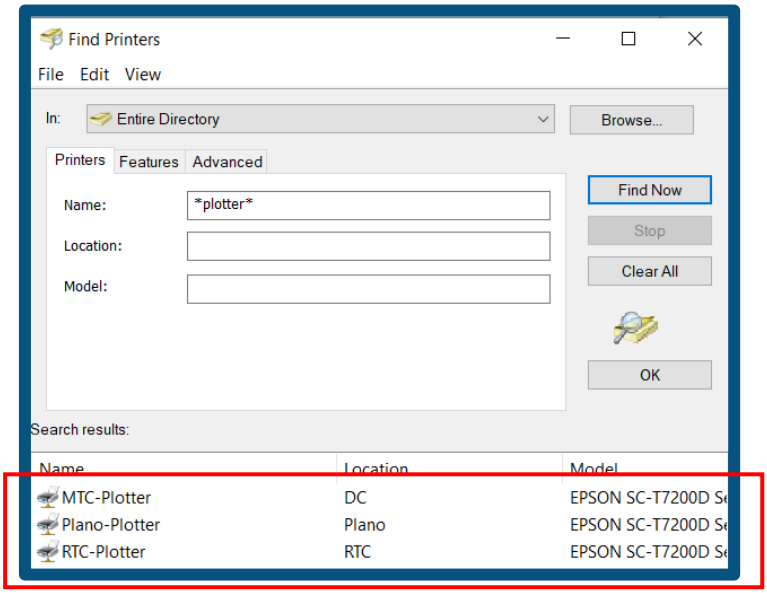
1. Navigate to “Search Windows” magnifying glass in the bottom left corner and type “printer & scanners”
2. Select “Add a printer or scanner”
3. Click “the printer I want isn’t listed”
4. In the popup, select “Find a printer in the directory based on location or feature” and then click “Next”
5. Type the name of the printer (see table at the top of the page) into the search bar labeled “Name”
6. Double click on the print queue name when it appears.











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Plotter Printing Guide - Windows

How to use Plotter Printers to print large-scale documents

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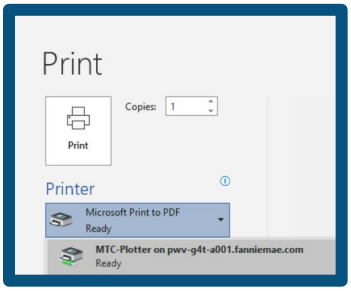
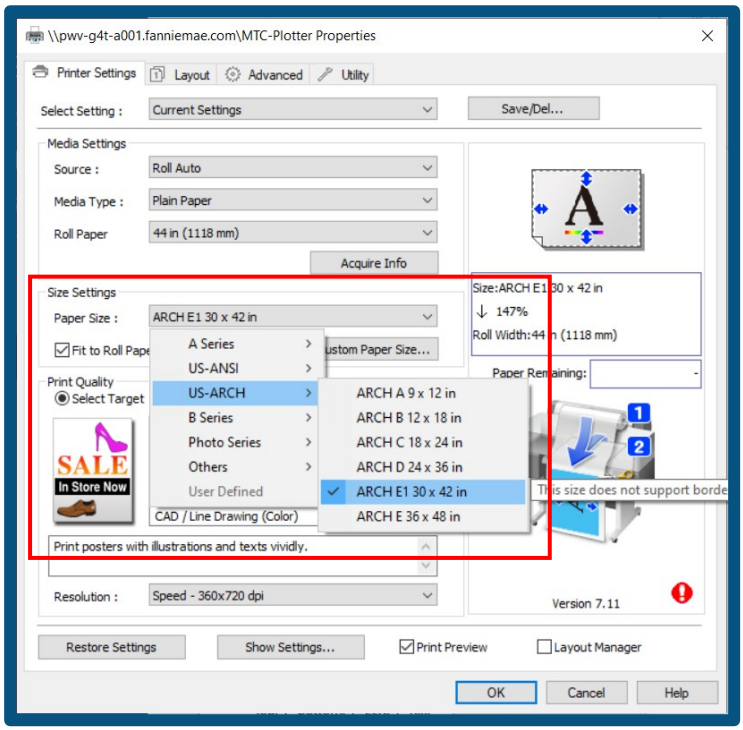
Printing to a Plotter Printer:



1. Open the document you want to print
2. Got to File > Print
3. Select the printer from the dropdown
4. Click on Printer Properties
5. In the printer settings popup that appears, go to “Paper Size” and adjust as needed.
   a) Note: The largest and most paper-efficient size for the Plotter printers is **Arch E**
   b) See paper sizes explained in the table below:

Name	Size
Arch A	9x12
Arch B	12x18
Arch C	18x24
Arch D	24x36
Arch E	36x48



6. Pick up your printed document at the printer (see the locations below)
7. When you print your next non-plotter document, verify that you are not printing to the plotter.

Building	Location	Name
RTC (Reston)	10C-118	RTC-Plotter
MTC (DC)	12B-104	MTC-Plotter
Plano (Granite Park)	6T-407	Plano-Plotter
Urbana	2114 (2nd Floor)	UTC-Plotter

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Plotter Printing Guide - Mac

How to use Plotter Printers to print large-scale documents

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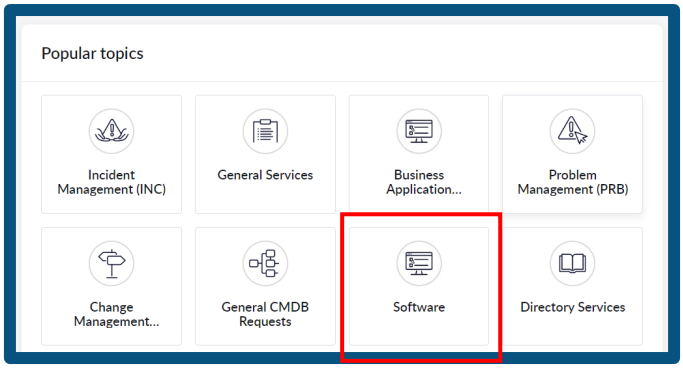
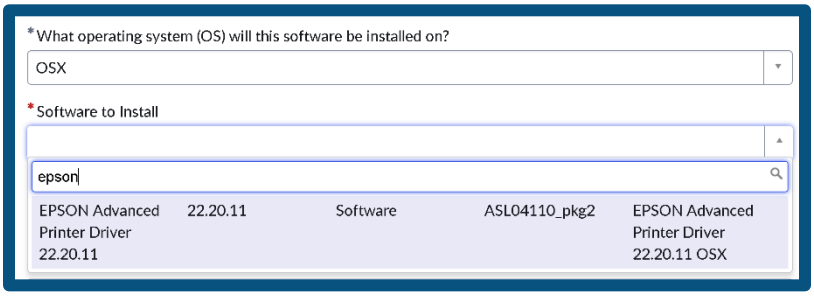
MyServices Request:

1. Go to MyServices (from Homesite > Useful Links) and scroll to “Popular topics”
2. Select “Software”



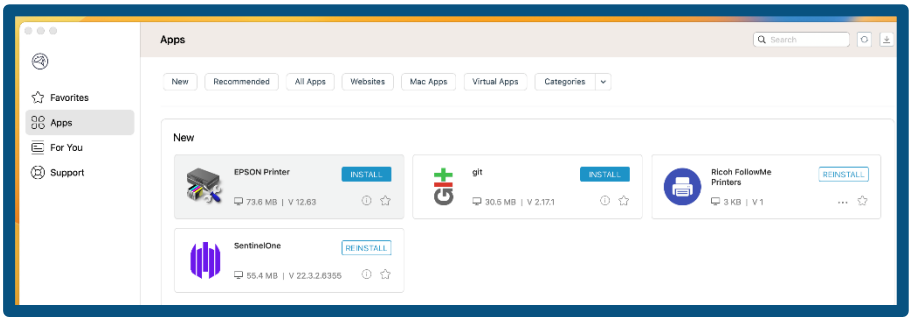
Select your operating system and then, under software, type “Epson” to find the printer driver.



3. Provide a business justification for needing the access to Plotter printers.
4. After approval, it may take up to **24 hours** for the driver to appear in your software center.

Downloading the Driver:

1. Log in to Citrix VPN
2. Open intelligent hub.
3. Search for “Epson”
4. Click on “Epson Printer” and then “Install”



You will need to connect to the appropriate plotter printer, based on the location you are printing (i.e. the plotter printer does not use “follow me” printing).

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Plotter Printing Guide - Mac

How to use Plotter Printers to print large-scale documents

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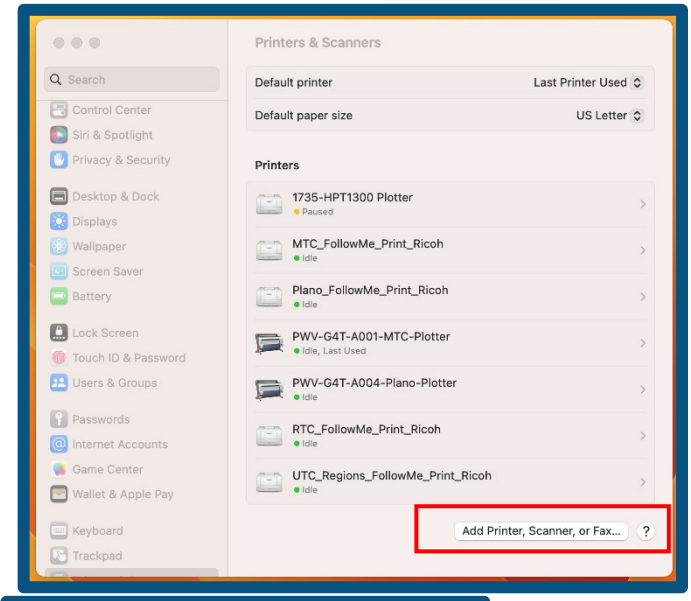
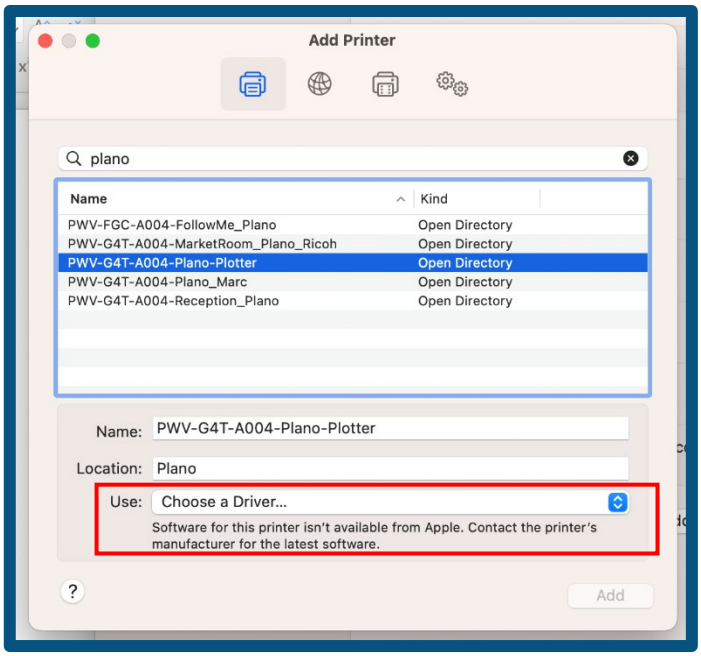
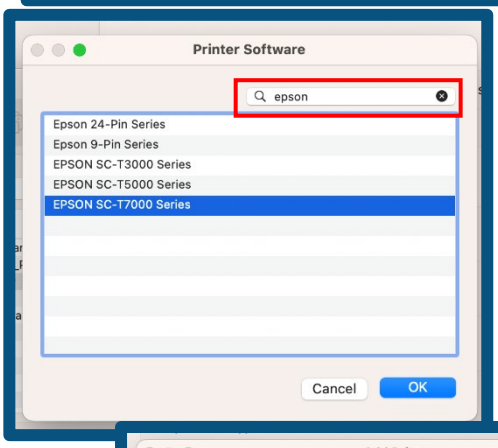
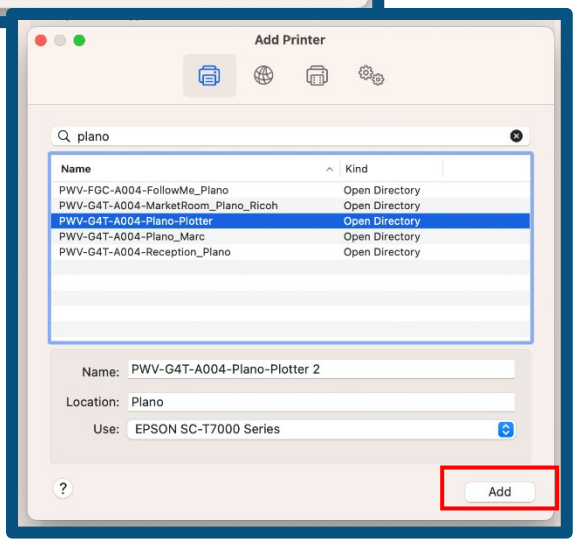
Add the Print Queue:

1. Navigate to spotlight search (in the top right corner) and type “printer & scanners”
2. Click “Add Printer, Scanner, or Fax”
3. In the popup, type “plotter” and search.
4. Click on the print queue name when it appears.
5. Click the arrow next to “Use” in order to choose the driver you installed.
6. In the popup, search for “Epson” and select the driver, then click “OK.”
7. Once you’ve chosen the driver, you can click the “Add” button.









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Printing to a Plotter Printer:

1. Open the document you want to print
2. Got to File > Print
3. In the popup that appears, select the printer from the dropdown
4. If you don't see paper size as an option on that popout, click "Copies & Pages"
5. In the popup that appears, select "Fit to Output Size" and select your paper size.
   a) Note: The largest and most paper-efficient size for the Plotter printers is **Arch E**
   b) See paper sizes explained in the table below:

Name	Size
Arch A	9x12
Arch B	12x18
Arch C	18x24
Arch D	24x36
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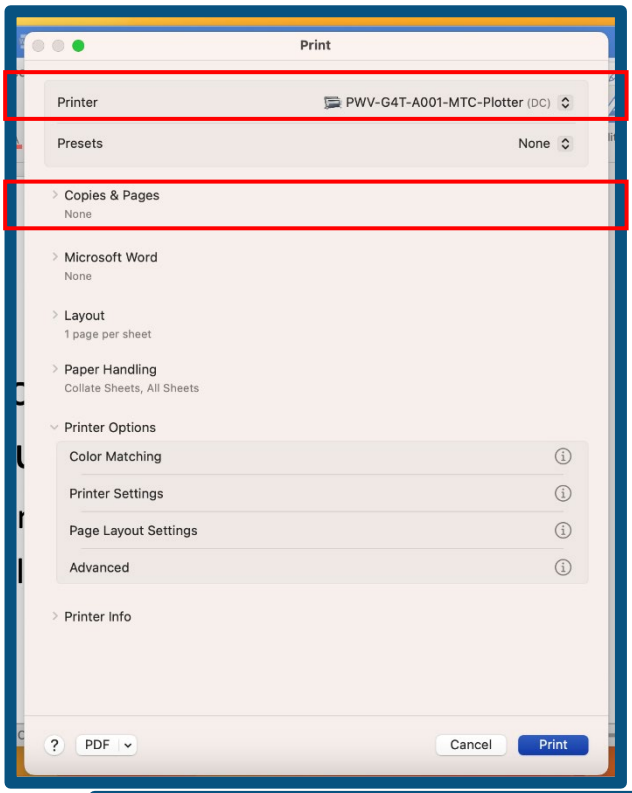
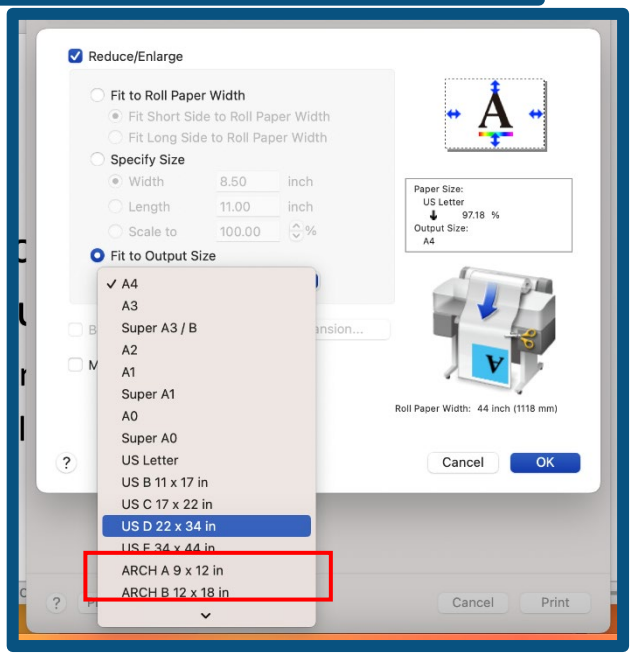
7. IMPORTANT: **When you print your next non-plotter document, verify that you are not printing to the plotter.**





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Plano (Granite Park)	6T-407	Plano-Plotter
Urbana	2114 (2nd Floor)	UTC-Plotter

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