

MANAGE PRINTING ACCOUNT

Learn how to **add printing credit** to your printing account and how to **request repayment** for yet unused printing credit. Visit **https://short.wu.ac.at/studentprint-en** for more information on your Studentprint account.

Add printing credit

- Log in to the Controlpanel application.
 Open My account > Printing account > Manage credits.
- 2. Then log in again using *h*+*student ID number* and your *WU account password*.

User Name:		• Username:
Password:	☐ Keep me logged in on this device	h+student ID number e.g. h12345678
	[] Login	• Password: your WU account password

You get an overview of your current printing account and available credit:

Budget Info	
User:	Lukas Burghart
Current Balance:	12.02 EUR
Last Budget Change:	2021-08-30 13:19
Last Budget Recharges	
Date	Provider / Operator
2021-08-23 11:49:22	Budget Recharge with Pa

3. Click Budget Recharge to add printing credit (i.e. an amount of money).

	2	•
Logout	Refresh	Budget Recharge

4. Enter the amount you would like to add to your Studentprint printing account.

Please note You can add any amount from 5 EUR up to 50 EUR per day.

5. Click **Next** to continue. You will be redirected to the payment provider's page to complete the process.

Budget Recharge	
	PayUnity – powered by
User:	Lukas Burghart
Set Cash Amount:	EUR *
	The minimum possible cash amount is 5 EUR and the maximum possible cash amount is 50 EUR per Day.
Online Payment Provider:	PayUnity.Flex
	* These mandatory fields must be filled in.
Logout	Cancel

Alternatively, click **Cancel** to stop the transaction and to return to the overview of your printing credit.

Request repayment

If you have paid for **additional printing credit**, you can request repayment for the yet unused amount of that credit.

IMPORTANT	 Outside of campus WU, you need to establish a VPN connection first to request repayments. Please check https://short.wu.ac.at/vpn-en to do so.
	It may take a few days for your bank to credit the refund.

Log in to the Controlpanel application.
 Open My account > Printing account > Repayment request.

- 2. Then log in again using *h*+*student ID number* and your *WU account password*.
- 3. Enter *h*+*student ID number* and *IBAN*, then click on "Antrag absenden" (**Submit Request**).

Bitte geben Sie die Matrikelnummer und die IBAN ein um eine B Antrag abschließen.	Budgeterstattung zu beantragen. Sie werden einen Bestätigungs-Code per Email erhalten und können danach den
Matrikelnummer: IBAN:	• "Matrikelnummer": h+student ID number e.g. <i>h</i> 12345678
	Antrag absenden IBAN: your bank account number

You receive a confirmation code on your WU email address.
 Enter *h*+student ID number and the confirmation code, then click "Absenden" (Submit).

Bitte geben Sie den Bestätigungs-Code ein, welchen Sie per Email erhalten haben. Danach können Sie den Erstattungsprozess fortführen.		
Matrikelnummer:	• "Matrikelnummer":	
Bestätigungs-Code:	h+student ID number e.g. h1234562	78
	Absenden • "Bestätigungs-Code":	
	PIN from your email	

 You will get a summary of your refund. Check if the data are correct, then click "Bestätigen" (Confirm) to finish your refund request.

Feedback and Support

The **IT Support Center** at the Vienna University of Economics and Business is the first point of contact for WU faculty, staff, and students in all IT-related matters. We are available to provide additional help and are also interested in your feedback on these instructions.

Hotline	+43 1 313 36 - 3000
Email	hotline@wu.ac.at
Availability	short.wu.ac.at/it-support-hours
Website	www.wu.ac.at/en/it/support

