

How to print with HP Advance Pull Printing

Pull Printing (aka Badge Printing or Tap and Print) allows you to print documents to the **SECUREPRINT** or **SECUREPRINT_COLOR** printer and retrieve your print job from compatible Carilion HP/Multifunctional (MFP) printers at designated Carilion Clinic locations, instead of printing directly from one device to one printer.

You can release the print job to the printer of your choice, tap your proximity badge to the badge reader on the printer, and retrieve the printout.

For more information see [What's a proximity badge?](#)

Black and white (grayscale) and duplex (double-sided) printing are the default print settings for **SECUREPRINT**.

Color and simplex (one-sided) printing are the default print settings for **SECUREPRINT_COLOR**.

You can change print settings and manage your print jobs in the HP Personal Print Manager app.

NOTE: Hybrid workers will need to take their computer to their facility to enable Pull Printing on their device.

Once enabled, you can print from home to office when connected to the Carilion network using SecureConnect VPN.

Using the **SECUREPRINT** and **SECUREPRINT_COLOR** printers does not change clinical printing workflows, such as Epic printing, and does not change existing printers.

How to print with the SECUREPRINT or SECUREPRINT_COLOR print queue	1
How to change print settings in the Personal Print Manager app	5
How to validate or cancel print jobs in the print queue	10
What's a proximity badge?	11

How to print with the SECUREPRINT or SECUREPRINT_COLOR print queue

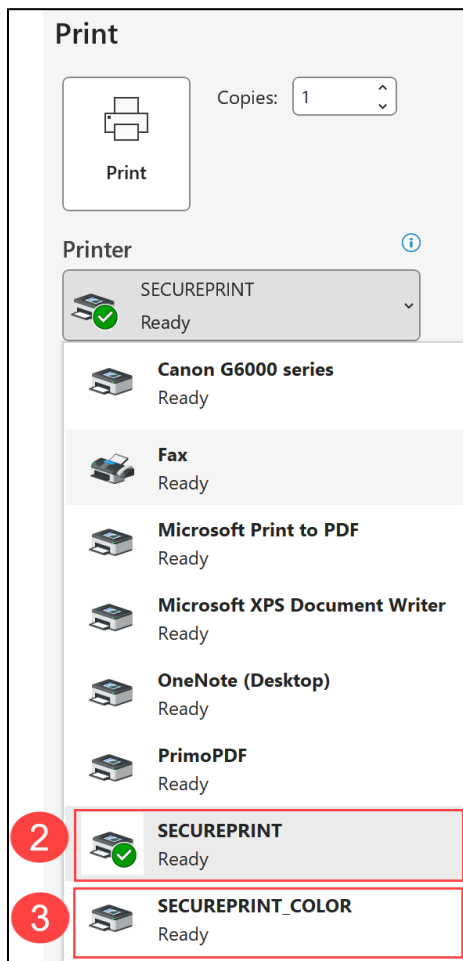
To print with the **SECUREPRINT** or **SECUREPRINT_COLOR** printer, do the following:

1. At the top of the document you want to print, click **File**, then click **Print**.
The **Print** dialog box is displayed.
2. To print with **SECUREPRINT**, select **SECUREPRINT** from the **Printer** options (if it is not the default printer).

Black and white (grayscale) and duplex (double-sided) printing are the default print settings for the **SECUREPRINT** print queue.

3. To print with **SECUREPRINT_COLOR**, select **SECUREPRINT_COLOR** from the **Printer** options (if it is not the default printer).

Color and simplex (single-sided) printing are the default print settings for the **SECUREPRINT_COLOR** print queue.



- a. If **SECUREPRINT** and **SECUREPRINT_COLOR** are not displayed in the **Printer** field, reboot your computer.
- b. If **SECUREPRINT** and **SECUREPRINT_COLOR** are still not displayed after the reboot, call the Technology Service Center (TSC) at 540-224-1599 or 1-800-354-1599.

You can change the print settings (for example, black and white to color, or duplex to simplex) in the application you are using (for example, Outlook, Word, Excel, or Adobe).

You can also change the print settings in the **Personal Print Manager** app.

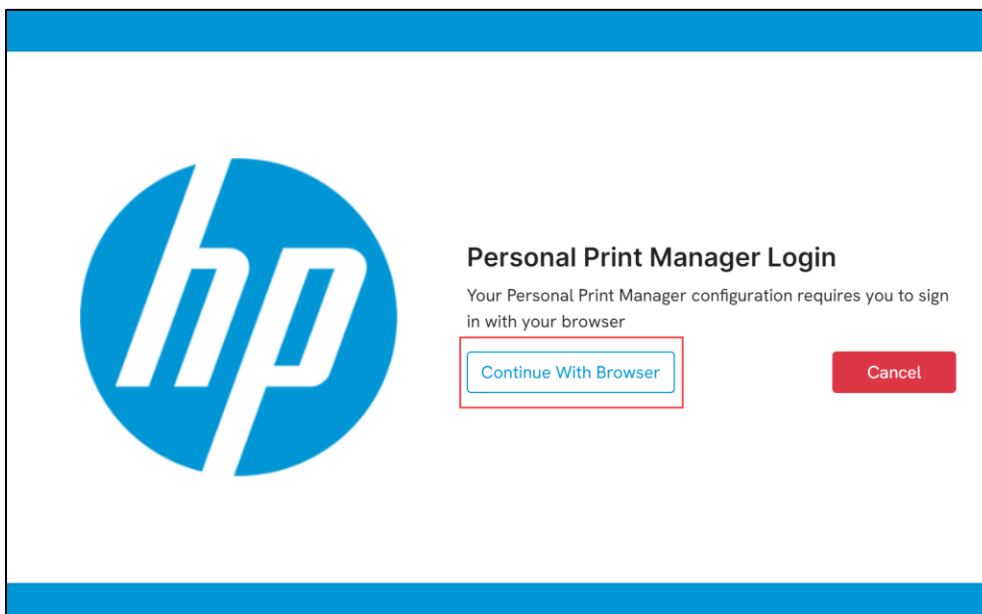
See [Change print settings in the Personal Print Manager app](#).

4. Click **Print**.

If you are not logged into **Personal Print Manager**, you are prompted to enter your Carilion username and password.

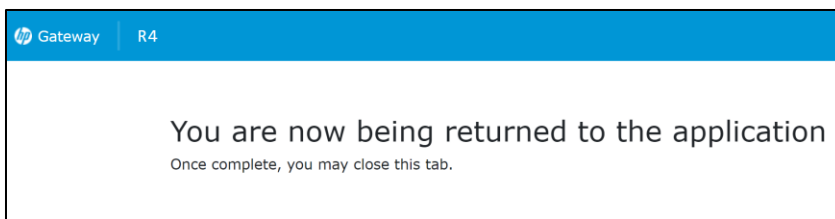
You need to be connected to the Carilion network or SecureConnect VPN to open **Personal Print Manager**.

5. Click **Continue with Browser**.



6. Enter your Carilion username and password and click **Login**.

A message is displayed letting you know you are being returned to the application you are working in, and you can close the tab.



The print job is sent to the selected print queue on the server.

To validate or cancel print jobs in the print queue, see [Validate or cancel print jobs in the print queue](#).

7. To retrieve your printout, place your Carilion Clinic proximity badge against the card reader on an HP Printer.

See [What's a proximity badge?](#)

Your login credentials are authenticated, and your name is displayed at the top of the home screen.

8. If the question **Card not enrolled, would you like to enroll this card?** is displayed, do the following:

- a. Tap **OK** in the bottom right corner.

The **IRM Authentication** screen is displayed, and you are prompted to enter your Carilion Clinic Active Directory **Username** and **Password**.

- b. Tap the **Username** field.

The keypad is displayed at the bottom of the screen.

- c. Enter your **Username**.
- d. Tap the **Password** field.
- e. Enter your **Password**.

The keypad is displayed at the bottom of the screen.

- f. In the bottom-right corner of the keypad, tap **OK**.
- g. Tap **OK** again.

Your login credentials are authenticated, and your name is displayed at the top of the home screen.

9. On the home screen, tap **Pull Print**.

The job(s) you sent to the printer are displayed on the **Pull Print** screen.

10. If you want to print multiple jobs, tap **Print all**.

All the jobs you sent to the printer are printed and the print jobs are removed from the print queue.

11. If you only want to print one job, do the following:

- a. Tap the job you want to print.

Print – Delete and **Print – Keep** are highlighted.

- b. To print the job and delete it from the queue, tap **Print – Delete**.

- c. To print the job and keep it in the queue, tap **Print – Keep**.
12. To return to the **Pull Print** screen, tap **Return**.
13. To return to the home screen, tap **Exit**.

If your name is displayed on the printer keypad, you are still logged into the printer.

14. To securely log out of the printer, place your Carilion Clinic proximity badge against the card reader.

How to change print settings in the Personal Print Manager app

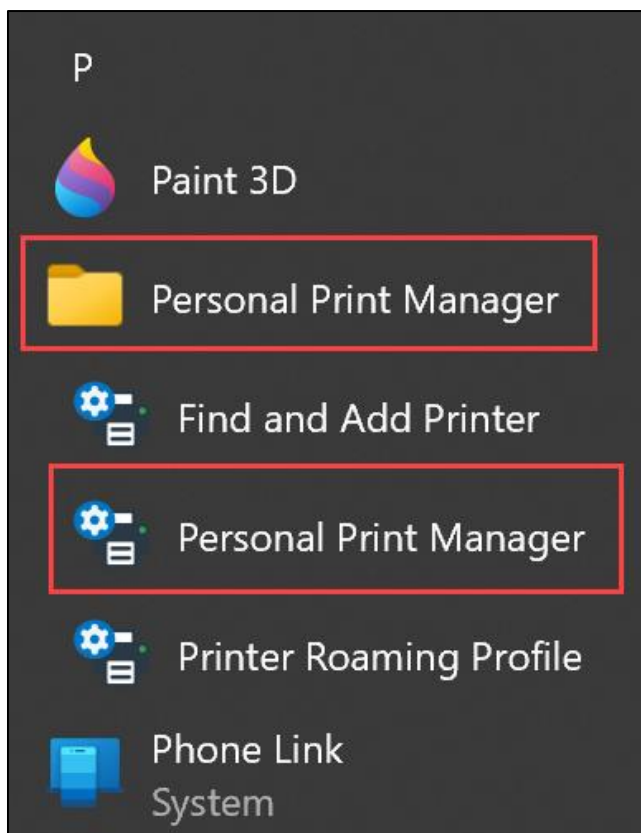
With the **Personal Print Manager** app, you can:

- change default print settings.
- validate that print jobs are added to the print queue.
- cancel print jobs.

You need to be connected to the Carilion network or SecureConnect VPN to open **Personal Print Manager**.

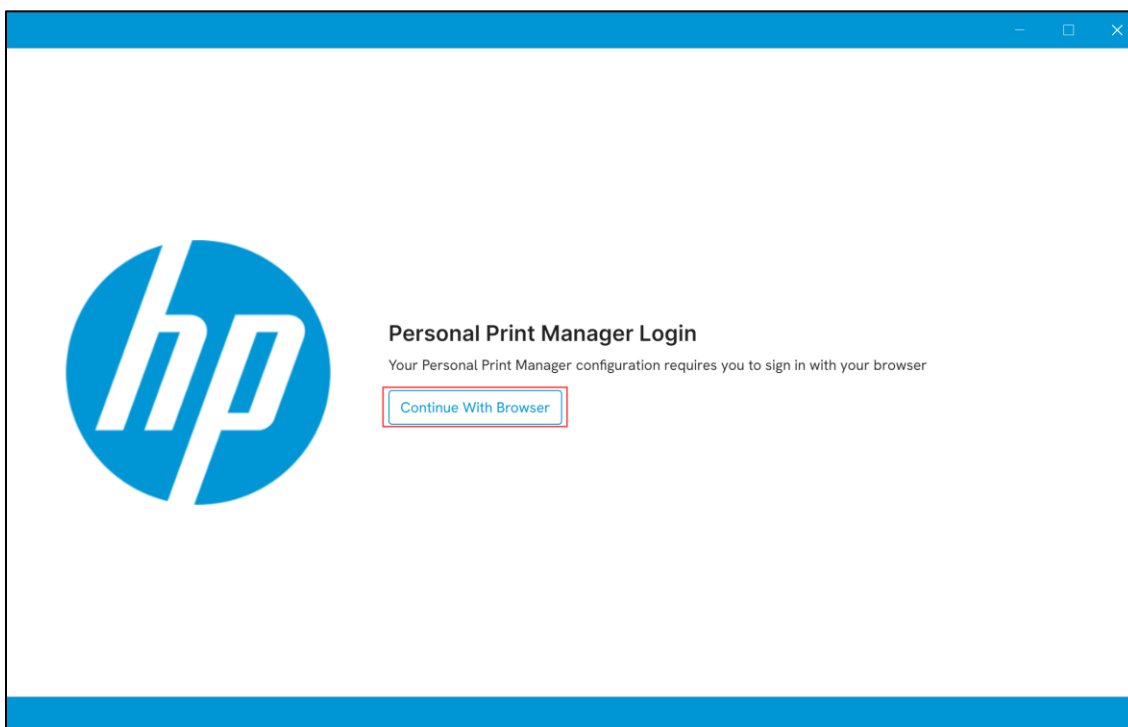
To change print settings in the **Personal Print Manager** app, do the following:

1. From the Windows Start menu, select **Personal Print Manager**, then select **Personal Print Manager**.



The first time you open **Personal Print Manager**, the **Personal Print Manager Login** window is displayed, and you are prompted to enter your Carilion Active Directory username and password.

2. Click **Continue With Browser**.



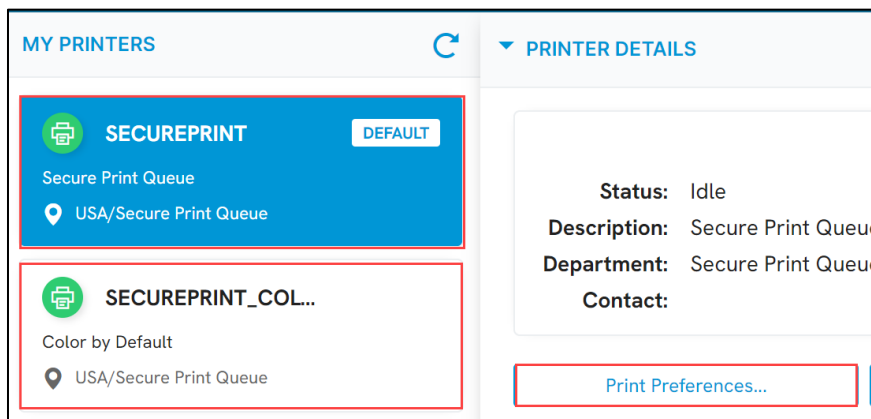
The **User Id** and **Password** fields are displayed.

3. Enter your Carilion Active Directory **User Id** and **Password** and click **Login**.

A screenshot of the HP Personal Print Manager login form. The form is set against a blue background with the HP logo and "R4" in the top left. The form itself is a white rounded rectangle containing two input fields: "User Id" with the text "dscohen" and "Password" with masked characters. Below these fields is an unchecked checkbox labeled "Use Windows session authentication" and a blue "Login" button. Red rectangular boxes highlight the "User Id" and "Password" input fields.

Personal Print Manager is displayed.

4. Select the print queue (**SECUREPRINT** or **SECUREPRINT_COLOR**) you want to print to and click **Print Preferences**.



The **Document Properties** window is displayed.

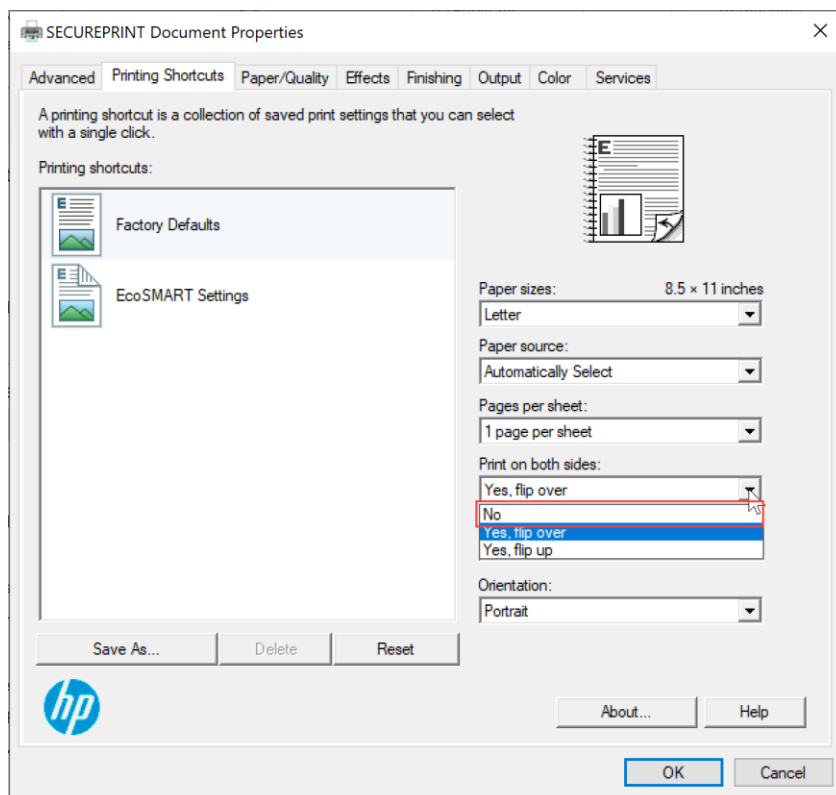
How to change the print settings in the SECUREPRINT print queue

In **SECUREPRINT**, duplex (two-sided) printing is the default print setting.

To print on one side only (single-sided printing), do the following:

1. Select the **Printing Shortcuts** tab, click the **Print on both sides** down arrow and select **No**.

*Selecting **No** changes the setting for this print job only.*

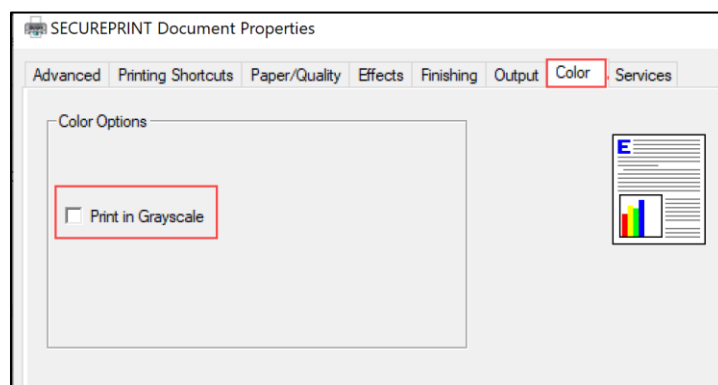


Black and white (grayscale) is the default setting in the **SECUREPRINT** print queue.

To change to color printing, do the following:

2. Click the **Color** tab and clear the checkbox next to **Print in Grayscale**.

Clearing the checkbox changes the setting for this job only.



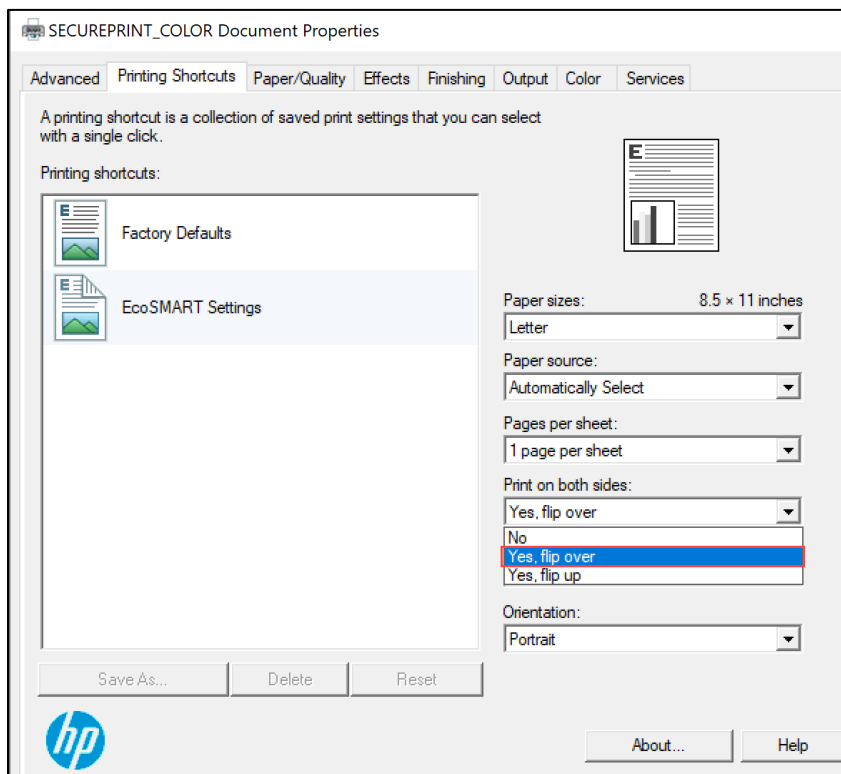
3. Click **OK** to save the settings.

How to change the print settings in the SECUREPRINT_COLOR print queue

In **SECUREPRINT_COLOR**, simplex (single-sided) printing is the default print setting.

To print on both sides (double-sided printing), do the following:

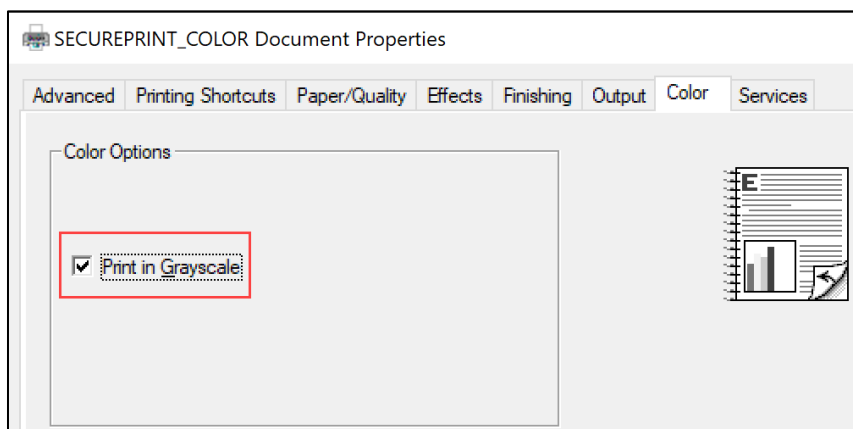
1. Select the **Printing Shortcuts** tab, click the **Print on both sides** down arrow, and select **Yes, flip over**.



In **SECUREPRINT_COLOR**, color is the default setting.

To change to black and white (grayscale) printing, do the following:

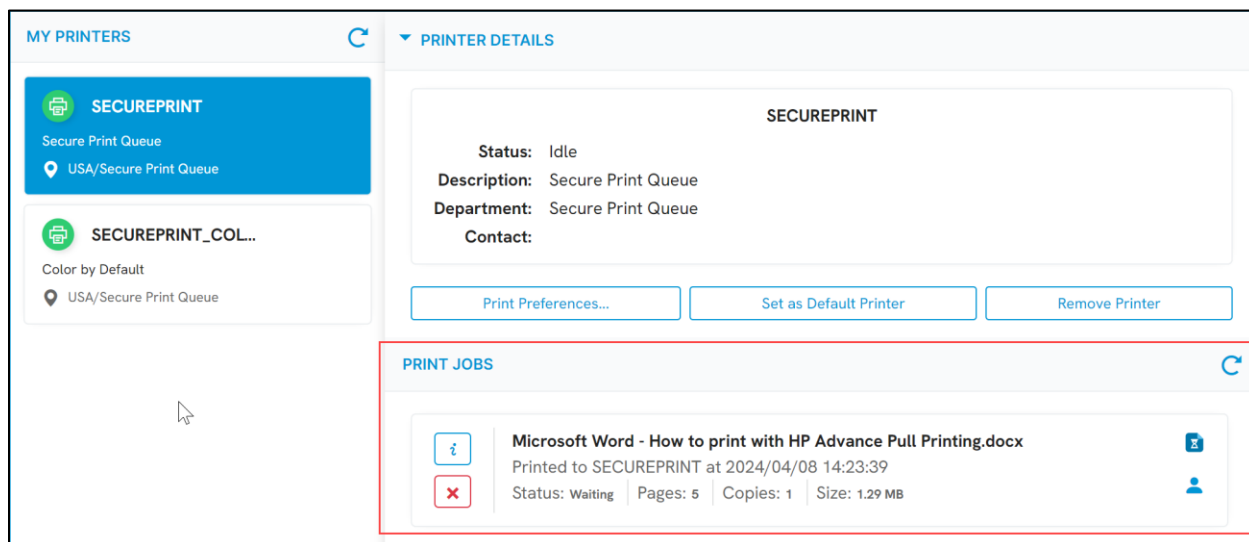
2. Click the **Color** tab and click the checkbox next to **Print in Grayscale**.



3. Click **OK** to save the settings.

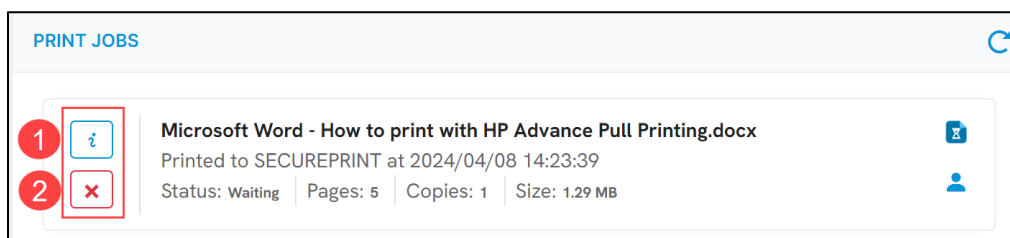
How to validate or cancel print jobs in the print queue

Print jobs sent from other applications (for example, Outlook, Word, Excel, and Adobe) are displayed and managed in the **Personal Print Manager** print queue.



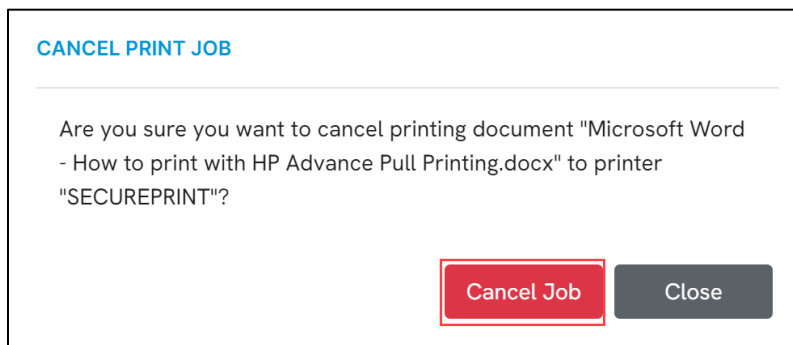
To view or cancel a print job, do the following:

1. To view additional details about a print job, click the blue **i** to the left of the print job.
2. To cancel a print job, click the red **x** to the left of the print job.



The **Cancel Print Job** window is displayed, and you are asked to confirm if you want to cancel the print job.

3. To cancel the print job click **Cancel Job**.



The print job is removed from the print queue.

What's a proximity badge?

A proximity badge is a card issued to Carilion employees to access designated Carilion workspaces and printers with badge readers. They are typically attached to your Carilion employee ID badge.

If you do not have a Carilion proximity badge, ask your leader to contact Carilion Police and Security to request a proximity badge for you.

Front side of proximity badge



Back side of proximity badge

