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Oncampus Printing Manual 2012

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This guide should provide you with all the information you will need to set up your Oncampus Printing software and printer, as well as instructions on how to print cards and transmit the data.

The **Oncampus Printing software** can be downloaded from the following location throughout the year:

<https://www.dropbox.com/s/febc7ieaki2m45e/FINAL%20RELEASE%20-%2017-08-2012.zip>

If you need to place an additional **card order**, you can do so via the **NUS extra admin site** at <http://admin.nusextra.co.uk>. Oncampus Printing card orders have a turnaround of 3 working days from order approval.

Additional ribbons can be ordered for both the CP60 and the SD360 via NUS extra – please visit the link below for the order form and process:

<http://www.nusconnect.org.uk/resources/nusextra/Oncampus-Printing-ribbon-order-form-2012/>



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Introduction and initial checks

This manual has been written based on the Datacard SD360 printer, the printer that NUS extra supplies for both rental and purchase. However, the NUS extra software can be used alongside other models of printers, including the CP60, where appropriate.

1) Check system

In order to offer the Oncampus Printing method to issue NUS extra cards you should have received includes the following items – please check that all items have been correctly delivered. Should there be any discrepancies, please report this immediately to NUS extra (contact details at the end of this document)

1. Datacard SD360 double sided card printer with cables, power supply and manual (see appendix 1 for inventory)
2. Printer ribbon/s with cleaning cards (must be ordered separately from NUS extra)
3. Oncampus Printing software – 2012 version
4. Oncampus Printing user manual 2012
5. Encoded cards – NUS extra and/or NUS extra with ISIC

2) Prepare for use

1. Use the Datacard set up instructions (contained in your printer box) to prepare the printer and your PC.
2. Install a ribbon ready for printing.

Important Note

Any PC used for the issuing of Oncampus Printing cards on behalf of NUS extra should have adequate protection to ensure all the captured data on the PC, of the card holder's personal details, is secure under the Data Protection Act.

This can be ensured by using secure log in credentials, password on screen saver, physical locks to stop the PC being stolen, BIOS passwords and hard drive encryption. A combination of these methods or equivalent will help to protect the information from being used or stolen.



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Date Confirmation

When the software is first launched it will ask you whether the date that is being displayed taken from the PC is correct or not. If it is incorrect you will need to set the date on the PC correctly and restart the software. This is crucial as it will allow you to issue the new variable validity card successfully.



Figure 1. Date Confirmation screen.



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Homepage

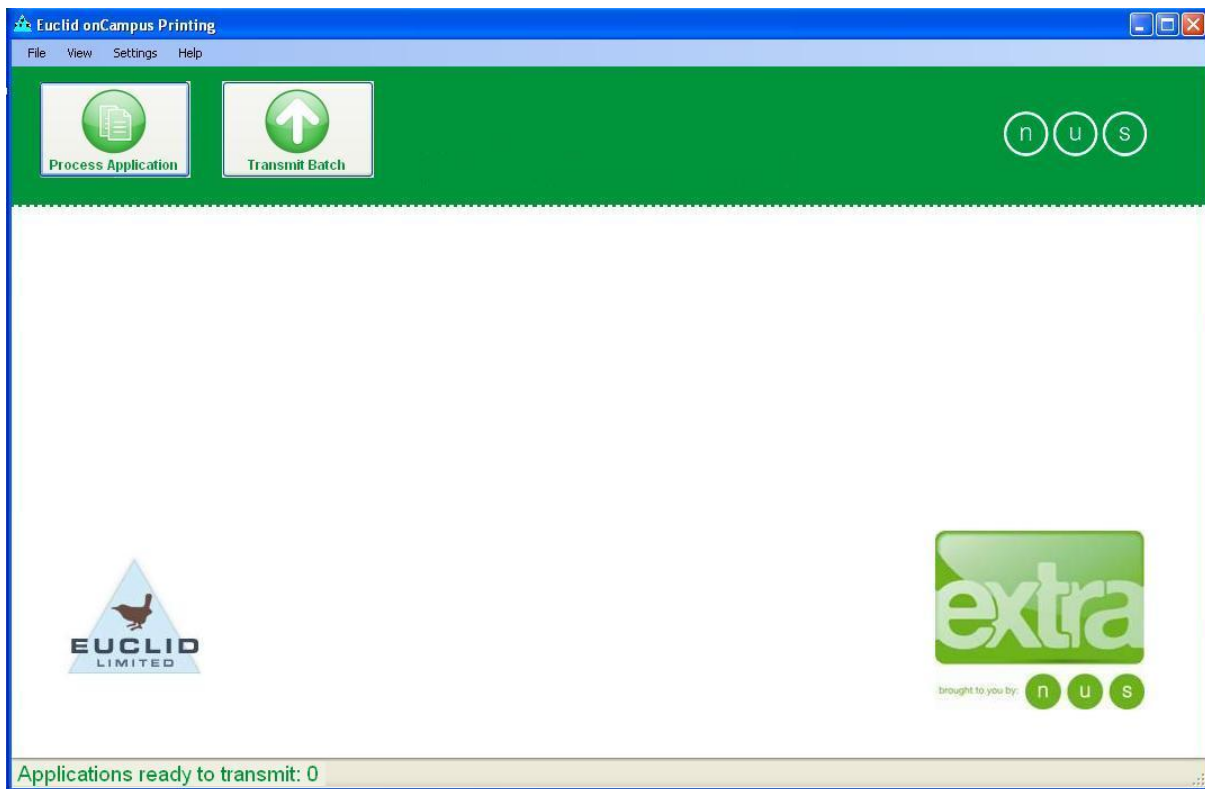


Figure 2. Application homepage.

The software is based on Microsoft Windows format, with the standard controls at the top right of the window to enable resize and close of application, for example.

Menu Items

There are two levels of menu, the top menu strip containing 'File', 'View', 'Settings' and 'Help' menu options, these are shown in more detail below..

On the screen you also have two buttons which handle the main functions of the application, 'Process Application' and 'Transmit Batch'.

Note that at the bottom of the window a status gives the number of applications captured and awaiting transmission.

The 'File' menu just provides a standard 'Exit' option to close the Oncampus application.

The 'View' menu provides a function which allows the operator to see a history of batches that have been transmitted from that system, as well as an option to resend a batch if it has not been received by NUS extra. This function will be covered in more detail in the Retransmit Batch section of this manual (see figure 23 on page 16).



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The 'Help' menu is also a typical selection as found in most Windows applications which contains an 'About' option to show information such as the version details etc.

Finally there is a 'Settings' menu, as shown in fig 3 below, which we will go into in more detail here.

The settings menu



Figure 3. The settings menu.

1) Organisation Setup

The 'Organisation ID' and 'Organisation Name' must be set before any applications can be captured. If an application is attempted without the Organisation ID being set, then a warning message will be displayed and the system will force the operator to enter data in the missing fields.

Your **Organisation ID** is a short number that NUS uses to identify you internally. Please contact the NUS extra Customer Services Team if you don't know your union's number.

The **Organisation Name** field has a maximum length of 35 characters (including spaces), so any names that are longer than this will need to be abbreviated or shortened to fit.

A screenshot of the 'Organisation Setup' screen. The title is 'Organisation Setup' with a red 'X' icon. Below the title is a warning message: 'Before any card requests can be made, the software needs to be setup with the Organisation details. Enter the details below, if any of these are unknown they can be obtained by contacting onCampus support.' The form contains the following fields: 'Organisation Name' (text input), 'Organisation ID' (text input), 'Enable multi-year cards' (radio buttons for Yes and No, with Yes selected), 'Maximum multi-year value' (dropdown menu set to 1 year), 'Default multi-year value' (dropdown menu set to 1 year), and 'Organisation Logo' (button labeled 'Import Logo'). At the bottom, there is a message: 'You currently do not have a logo configured.' and a green checkmark icon.

Figure 4. The Organisation Setup screen.

The 'Organisation Logo' option allows each union to upload their own logo to be printed on the rear of each card. Each logo must be in JPG format, 189 x 106 pixels and the extension must be in lower case ie .jpg.

If you are offering a Local Product to your card sales, please note that this is in addition to the Local Product logo.

The **Multi Year options** will need to be set according to your local requirement. The default value will need to be set to 1 year if



this is the default product to be sold, if the default product is 2 or 3 year then this value will need changing.

Note that if the ISIC option is selected the software will automatically change the expiry date to 1 year, as the ISIC upgrade is on available on a one year card

Important note: If you are offering multiyear cards through your Oncampus Printing issuing, you will need to offer the same option/s through your Remote sales. These options can be set for the Remote method through the NUS extra Admin site at <http://admin.nusextra.co.uk>.

Once all the details are correct, click on the large tick in the bottom right corner to proceed and the following screens will appear. Check the details and select 'yes' and then 'ok'



Figure 5. Organisation Details Confirmation.

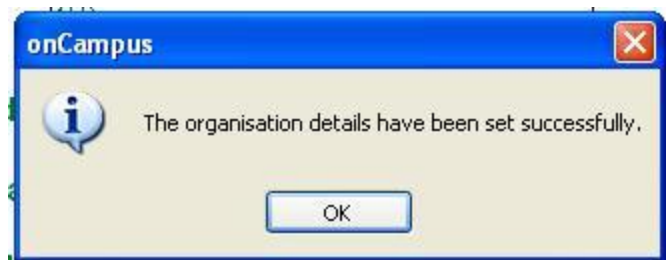


Figure 6. Confirmation they have been set.

2) Printer Type Selection

The Printer Type menu under the 'Settings' option allows the user to select the printer type currently being used. It is a simple task of selecting the correct printer that is to be used. A tick icon is displayed against the currently selected printer as shown in Fig 7.

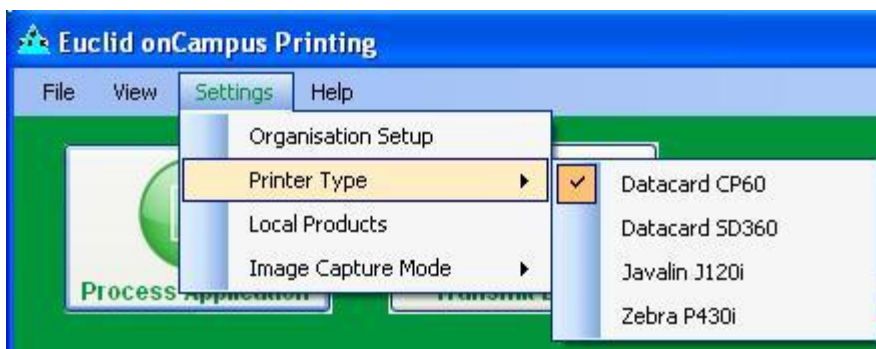


Figure 7. Printer type selection.



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3) Local Products

The Local Products option allows you to configure a local product. Currently this is restricted to one local product and it is not a mandatory requirement to have one.

As the Oncampus Printing software is not designed to be consumer facing, there is no option to display a description as is available on the Remote option on nus.org.uk. The image that is added here will be printed on the reverse of the card in the second slot, alongside the union logo. If a new image is being uploaded to be used it must be in JPG format, 189 x 106 pixels and the extension must be in lower case ie .jpg.

Important note: If you are offering a local product through your Oncampus Printing issuing, you will need to offer the same option through your Remote sales. This option can be set through the NUS extra Admin site at <http://admin.nusextra.co.uk>.



Figure 8. Local product setup.

4) Image capture mode

There is the option to collect photos using either a webcam image or a photo upload, which can be selected here. Please note that whichever option is selected will apply to all applications processed, unless the change is made in this location at any time.

If you choose to offer the photo upload option, please ensure that you have access to suitable photos on the computer/s you are using to process applications.



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Application Process

The application process is started by clicking the 'Process Application' button from the main screen. The application process contains 4 individual steps:

Data Entry – Image Capture – Card print – Save Details

Step 1 – Data Entry

This stage is where all personal information is entered, as well as where the individual products can be selected. Figure 8 below shows a blank form before any data is entered. Note that a local product has not been imported on this example, but the option will appear under the 'products' section when applicable. The fields marked with a red asterisk are mandatory fields and an error message will be displayed if they are not populated.

Applicant Details

Personal Details

First Name *

Last Name *

Date of Birth *

Email Address *

Gender * Male Female

Start Month / Yr of Study

Final Month / Yr of Study

Course Level

Course Discipline

Products

NUS extra

NUS extra with ISIC

Card Expiry:

Opt Ins

By submitting your details, you have given your consent to receive new offers and marketing emails from:

Information from NUS, NUS extra, and their partners

Information from your place of study

Accepts Terms and Conditions *

Mark application as a replacement?

KEY: * Denotes mandatory fields

Figure 8. Data entry screen.

Once the data has been entered, the operator should click on the green arrow to progress to the next stage.



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If at any time the operator wishes to cancel the application process, the red X at the top right can be used for this purpose. Additionally, upon clicking the green arrow, the application will be validated against certain criteria and a message will be displayed if a problem is discovered. These must be corrected before the operator can progress to the next stage.



Figure 9. Validation Errors.

A note about replacement cards

If a student needs a replacement card, this is processed in exactly the same way as a normal card. However, you must ensure that the 'Mark application as a replacement?' box is selected on the data entry screen, as shown in figure 8. This will trigger the finance event accordingly.

A replacement card costs £5 (with ISIC remaining at £2.99). If a student has a crime reference number to prove a card theft, their replacement is free. To register this, send the details of the student along with the crime reference number to nusextra@nussl.co.uk and this will be logged accordingly.

Step 2 – Photo Capture

The photo capture stage enables the operator to take a snap shot of the applicant. Using the webcam, a live view is shown on screen and the operator simply needs to get the applicant in view before pressing a 'Capture' button. If you are using the photo upload method, you will be given the option to browse and upload a photo at this point.

Once captured the screen will show a frozen image and a crop box will be visible. The crop box can be resized using the solid black square at the bottom right of the crop border. Note that the crop box will remain in the correct aspect ratio, making sure the cropped image will always be the correct size.

If at any time the operator is not happy with the photo, they can go back to the live view and start again.

On screen controls provide image enhancement functions such as brightness and contrast controls. If the operator finds themselves changing the brightness of each photo, they can choose 'remember settings' to always apply these for each crop.



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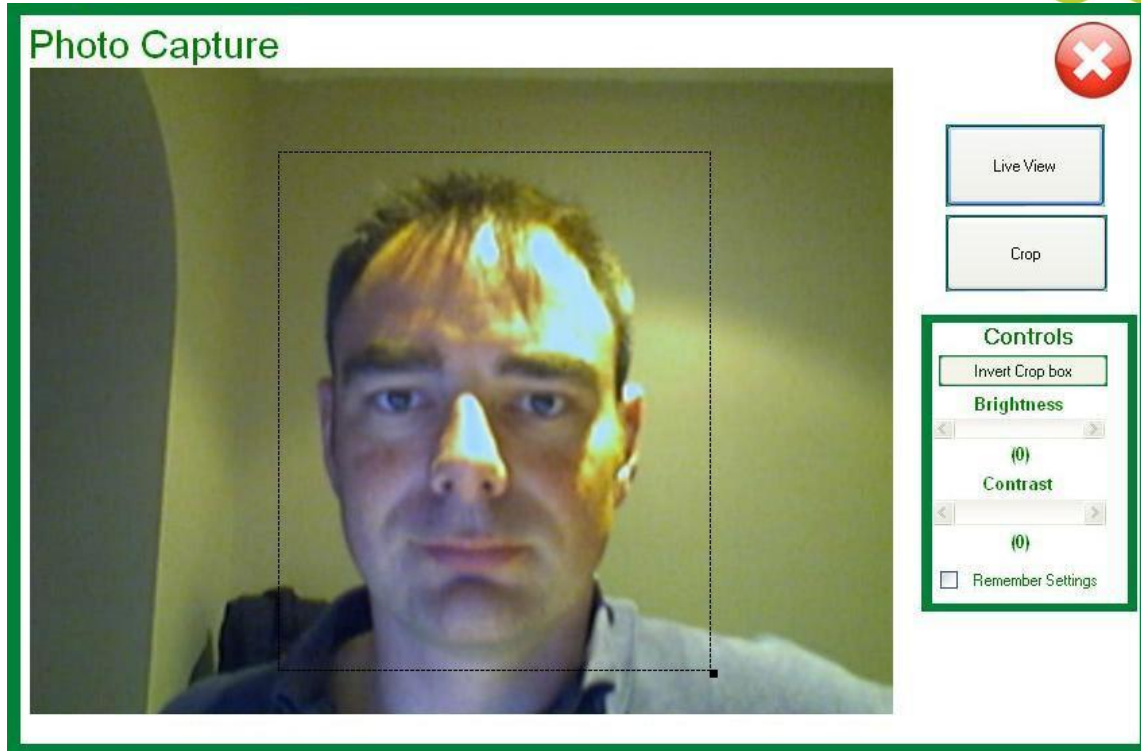


Figure 10. Photo capture screen showing the crop box

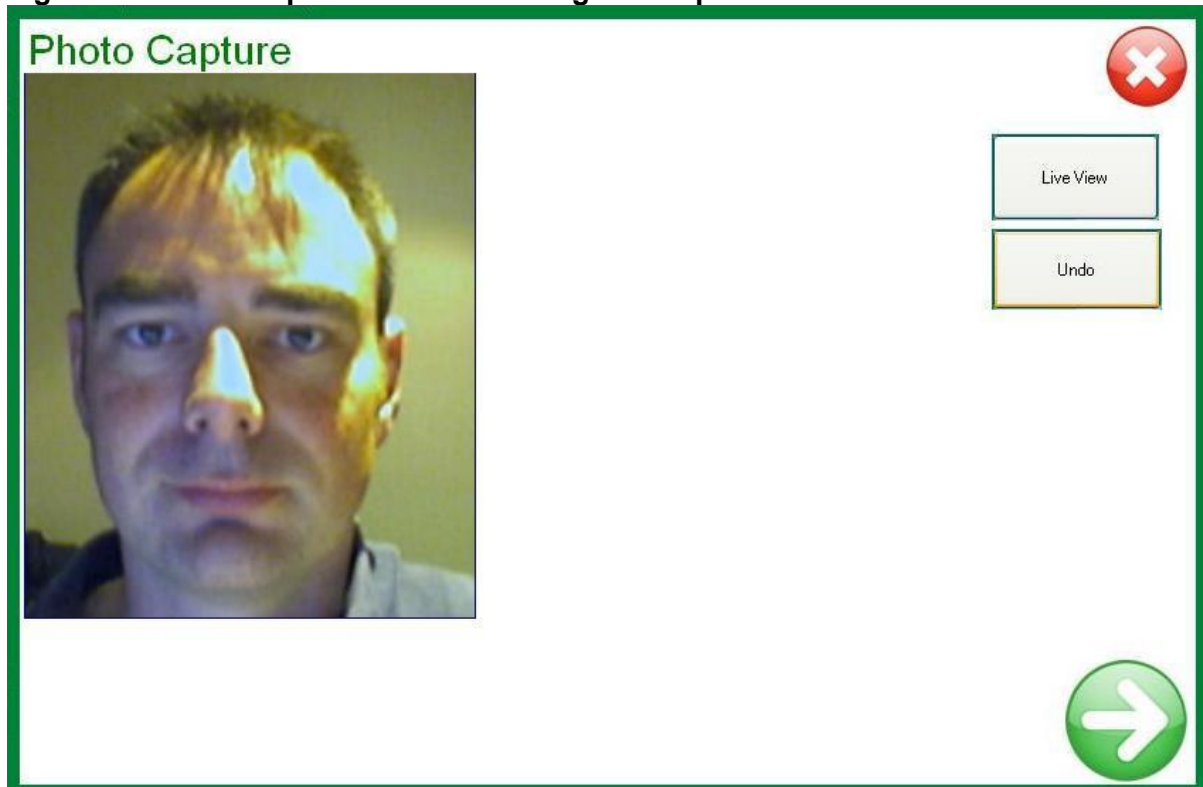


Figure 11. Cropped photo.



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Once you are happy that the cropped image is acceptable, the green arrow can be used to progress.

Step 3 – Print Card

The print card stage will pull together the data and photo captured previously to enable a card to be printed. A visual of the card is shown with the various data items populated to give an example of the end result. Note that the card number on the image is just an example and does not correspond to the card you are printing.

The card visual will show the NUS extra/ISIC design if that has been chosen as the card type, otherwise it will show as the NUS extra card.

The operator is required to enter the card number (this is taken from the blank card being used) in to the text box and then press the print icon to begin printing. The card number is validated to make sure it is valid.

The card in fig 12 below is showing 2 logos - the Organisation logo and the Local product logo (both shown here as the 'Euclid' logo).

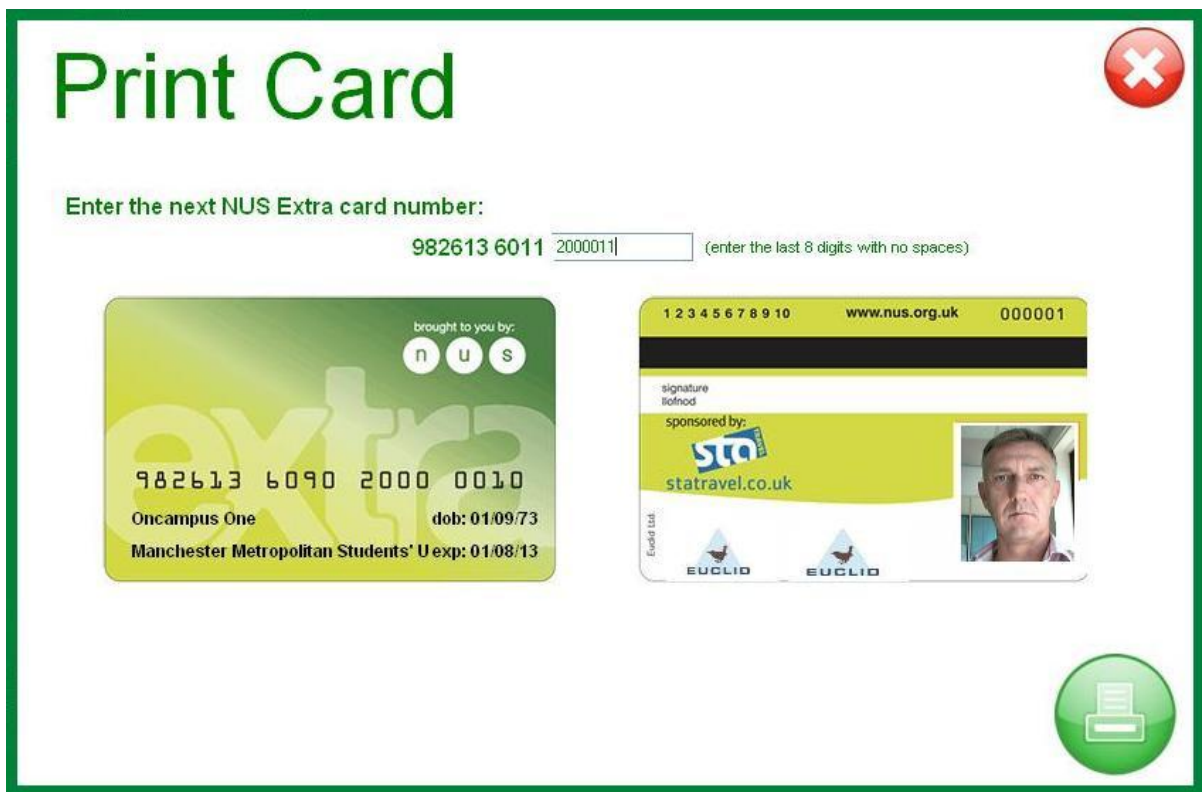


Figure 12. The print card screen.



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You will then be prompted to load the corresponding card in to the printer. Pressing OK will start the print process. Note that the correct orientation in the input hopper is, when viewed end on from the input end, the magnetic stripe on the card is uppermost and to the right.

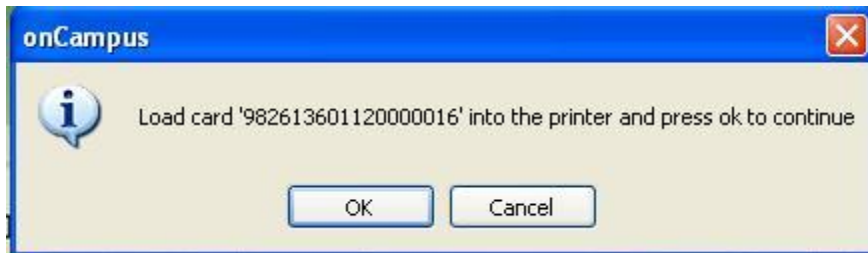


Figure 13. Begin printing.

Once printing is complete, the operator must confirm whether the card has printed successfully. If the card has not printed, you will be given the option to print again on another card. If the card has printed successfully, pressing 'yes' to acknowledge this will commit the application and save it.

Please note that any cards that are incorrectly printed can be returned to NUS extra for a full refund. Please find the address at the end of this document in the 'Contact Us' section

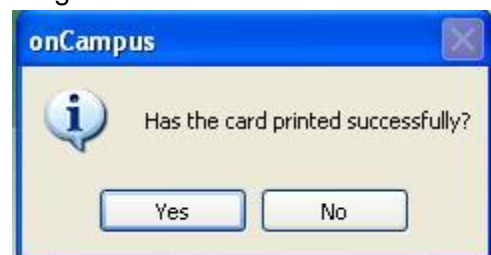


Figure 14. Printing confirmation.

Step 4 – Save Data

Once the card has been printed the application is saved, awaiting its transmission to NUS extra.

A confirmation screen is shown in figure 15 below. To proceed with another application, the green button will loop back to the data entry screen and another application can be completed. However if no further applications need to be processed, the red cross can be used to end data capture.



Figure 15. Application Complete.



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Transmit Batch

Please note: The maximum number of applications for transmission should be limited to less than 1000. Batches of applications should be sent on a daily basis to ensure that the card details can be registered, so that the student will be able to make full use of their card as soon as possible.

The 'Transmit Batch' option is available from the homepage (see figure 2 on page x). This function batches up all captured data and transmits it to NUS extra for import into the back office system.

Upon clicking the 'Transmit Batch' button, an email confirmation screen is shown. Enter a valid email address and an email will be generated to confirm that the sent batch has been successfully received and processed by NUS extra.

A screenshot of an 'Email Confirmation' screen. The title 'Email Confirmation' is in large green font at the top left. A red circle with a white 'X' is in the top right corner. Below the title, a message reads: 'You must enter an email address to receive confirmation that this batch has been processed by NUS.' Below this is a form field labeled 'Email Address *' with the text 'simon@euclid.ltd.uk' entered. A second message states: 'A successful transmission only confirms that the files have been sent, this email confirmation will ensure that it has been received and processed.' Below that, a line of orange text says: 'If you do not receive a confirmation Email on completion of transmission please contact NUS'. In the bottom right corner, there is a green circular button with a white right-pointing arrow.

Figure 16. Email Confirmation.

When transmitting, the data is packaged together to form a single file and it is this file which is sent. If for whatever reason the transmission fails, this package will be stored and available to retry later. It is quite feasible to have a number of packages transmitted together.



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Figure 17. Transmit Screen showing the state where no batches are waiting to be transmitted.



Figure 18. Transmit batch screen showing 8 applications to be transmitted.

When the operator is ready to transmit the batches, clicking on the 'Transmit Batch' button will attempt to make a connection and send the file. A progress panel is displayed whilst this is happening.

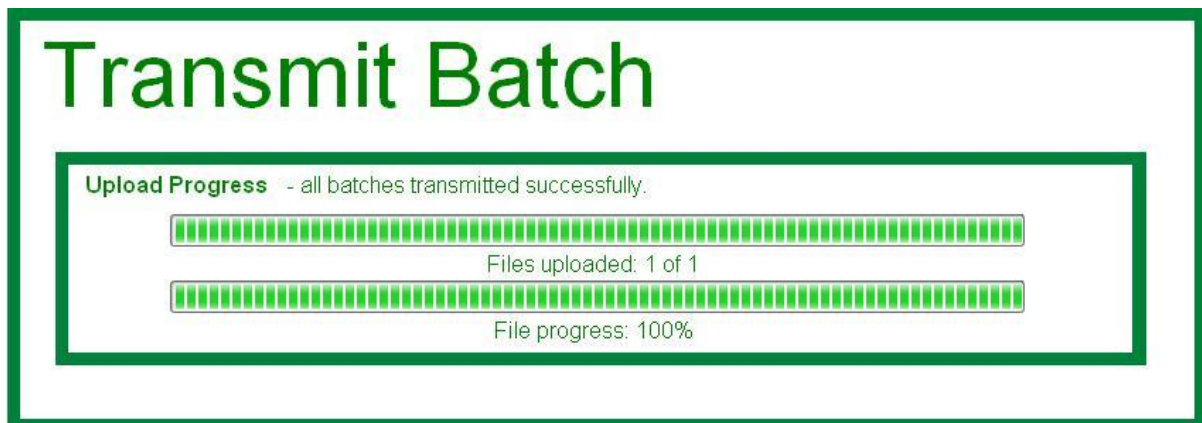


Figure 19. Transmit batch –showing the progress panel.



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Once the packages have been transmitted, the status message is updated as shown below in fig 20. Clicking 'ok' will take the operator back to the home screen.



Figure 20. Confirmation of the transmission status.

Applications ready to transmit: 0 (plus 1 unsent package)

Figure 21. Part of Main application screen – in this instance showing 0 current applications captured, but 1 awaiting transmission.

Applications ready to transmit: 0 (plus 1 unsent package)

Figure 22. Part of Main application screen– showing 1 current application captured.



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Retransmit Batches

In the event that an email confirmation has not been received after a batch has been transmitted, (and after confirmation with NUS extra), you may be asked to retransmit that batch again. This function is accessed via the top menu list 'View' then 'Batch History' from the homepage.

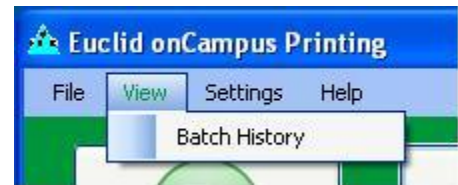


Figure 23. View Menu.

NB:-This function does NOT send the batch, but adds it to the queue of unsent application and packages (if any) which are then sent via the normal Transmit Batch process.

The 'Batch History' selection presents the operator with a list of all batches that have been created on that system with the option alongside each to 'Retransmit'.

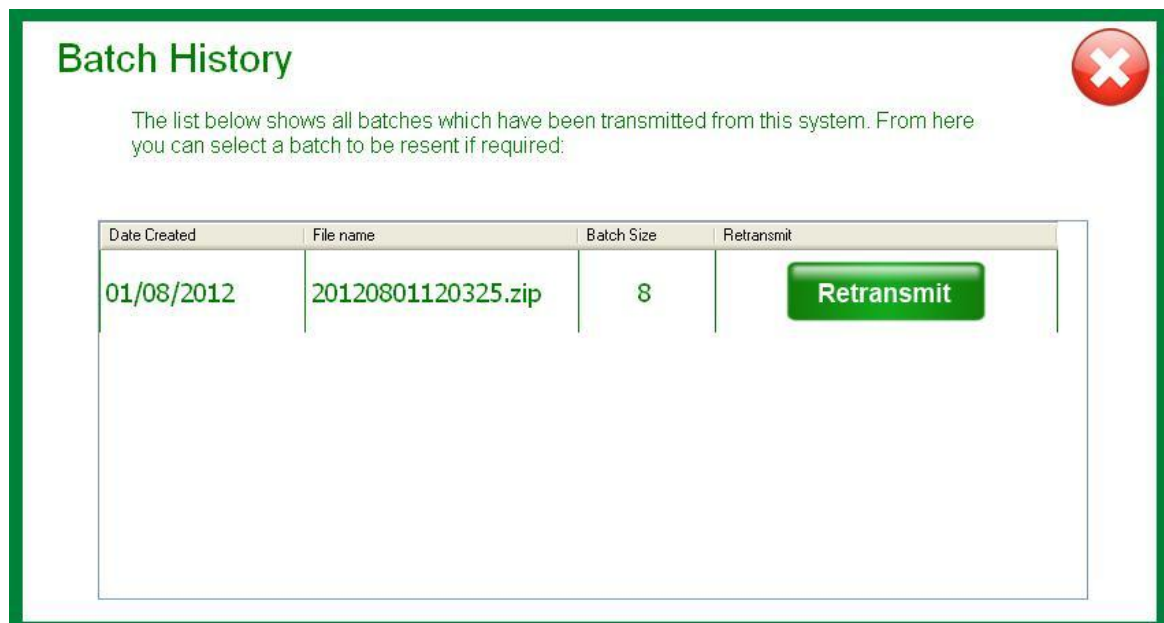


Figure 24. Batch History Screen

After selecting a batch, a message is displayed to confirm that the batch number selected is correct.

If the operator confirms that this is the correct batch by selecting 'OK' a confirmation message will be displayed that the batch is ready to be retransmitted.

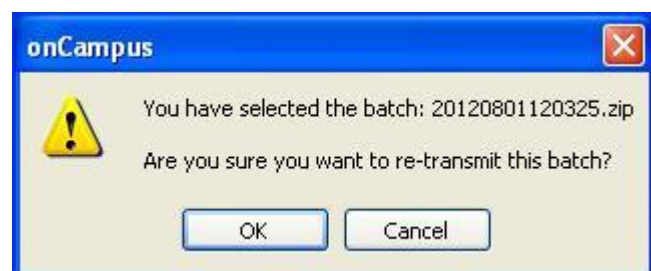


Figure 25. Batch Selection



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Figure 26. Ready to Transmit Confirmation

When this process is completed the batch to be retransmitted will be displayed on the bottom of the screen as an unsend package.



Figure 27. Unsend Package.

To complete the Retransmit process, the batch is then sent via the normal 'Transmit Batch' function.



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Troubleshooting Guide

In all instances the operator should check that the printer is plugged in correctly, and that power is available

Tips for success:

- For best results, clean the printer regularly, for example after every 100 cards that are printed. To do this, use the run the cleaning card through the system, as provided with each ribbon kit.
- If cards regularly get stuck in the printer, replace the cleaning roller and run a cleaning card. If the problem remains, clean the printer rollers.
- Keep the printer lid shut at all times, both during use and especially during storage

Additional set up requirement for older operating systems and printers

Please note that for an **initial installation** of the software there may be a need to set the position of the protective varnish layer on the card: this is designed to protect the overprinted areas of the card but not areas such as the signature stripe or magstripe. This is usually only applicable to users running on systems prior to Windows XP with the CP60 printers or machines of an equivalent age. This is carried out as follows:

1. Access 'Printer Properties' from the standard Microsoft icon
2. Select 'Advanced Options'
3. Under 'Print Blocking Pattern - Front' select 'User defined bitmap - topcoat'.
4. Select **Ok** – this will automatically copy a file to 'C:\cardprinter\CRDLandTopcoatFront.bmp' each time the printer is started.

Common problems

1. A message appears on the PC or LCD panel.

Try this:

- Click the Help button on the message box to see possible causes and the solution for each cause.

2. Cards jam regularly.

Try this:

- The printer rollers might be dirty. Use cleaning card to clean the rollers

3. The ribbon has broken.

Try this:

- Trim the end of the broken ribbon evenly. If ribbon on the take-up spool is not wound firmly or is uneven, remove it. Tape the end of the ribbon onto the same take-up spool, making the edges of the ribbon and spool even. NOTE: Do not switch take-up spools when fixing.



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Possible Cause 1: The print ribbon is not loaded correctly.

Solution: Load the print ribbon correctly and then close the cover.

Possible Cause 2: The ribbon has been completely used.

Solution: Use a new roll of ribbon.

Possible Causes 3: The transparent wheel of the print ribbon cartridge is not in the correct position.

Solution 1: Load the print ribbon cartridge with the transparent wheel in the slot. If it does not go in easily, it is damaged; obtain a new print ribbon cartridge.

Solution 2: Change the cleaning sleeve and replace the cartridge in the printer. Run a cleaning card as soon as printing is completed.

Technical issues:

- If you have recently changed edge-to-edge settings using the driver, printing might be too close to the edge of the card. Change edge to edge settings.
- You might have moved the print ribbon while the printer power was off. The next card will print correctly. The printer is designed to allow you to fix problems while the printer power is on.
- If the print ribbon is stuck to the card, the Intensity setting might be so high that printing causes the ribbon to stick to the card. Lower the Intensity or power setting.

4. The card is stuck or lost in the printer

Open the top cover of the printer. Remove the ribbon cartridge. Locate the card inside the print area. The card might be stuck near the cleaning roller, the print head or at the end of the card track. Turn the Manual Advance Knob to move the card, (Located top left of outer printer body when viewed from card feeder end) If needed, grasp an end of the card and pull to remove the card. Replace the ribbon cartridge and close the printer cover.

5. The card is lost in the duplex module

Open the Duplex module cover (opposite end of card feeder) Release any cards stuck in the module. Make sure that the duplex mechanism can move freely. If the card is stuck between the upper and lower duplex units, remove the card from the printer. You might see a 'PR 01706' message after removing the card. Clear the message to continue. Run a printer cleaning card, and then clean the printer rollers including the duplex module rollers.

If you cannot fix the problem, contact NUS extra for assistance.

6. The error message below appears when you take a photo...



Figure 28: 'Unhandled Exception' error message

This is a permissions problem on the installation folder. This is the folder where the .exe file (i.e. the software) exists; the application saves the captured photo in it temporarily. It might be that you do not have permission to 'write to' this folder.



brought to you by: The text 'brought to you by:' is followed by the 'nus' logo, which consists of three green circles containing the letters 'n', 'u', and 's' in white.

The folder should be the installation folder, it will be similar to *c:\program files\euclid limited\on campus2012*. If you can get IT to set the permissions for everyone on that folder it will solve the error.

7. When trying to transmit a batch, the following error message appears on the screen and the batch fails to transmit:

“The remote server returned an error: 407 Proxy Authentication Required.
Exit and try again later.”

This issue relates to a proxy server issue. See if your IT team can add a rule to the proxy server to allow access to the upload website without authentication. The address it sends to is: <http://admin1.nusextra.co.uk/drop/bulk-on-campus.aspx>



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Contact us

Should you experience any problems with the set up or operation of the system, please contact NUS extra via the details below and state that your call is regarding Oncampus Printing:

NUS extra c/o NUS Services Ltd
Ian King House
Snape Road
Macclesfield
Cheshire
SK10 2NZ

Please use this address for any printer returns

Tel: 01625 413299
Email: nusextra@nussl.co.uk

If you require more printer ribbons or would like to purchase or rent more machines, please contact the team on the details above and request the relevant order form.

Alternatively, you can download the forms and find further information from the following location:

<http://www.nusconnect.org.uk/nusextra/issuing-methods/oncampus-printing/>



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NUS extra: SD360 Datacard

Appendix 1: Contents of package

The contents of the SD360 Datacard card printer package from NUS extra are as follows:

- Datacard SD360 Printer
- Power Cable
- AC Adaptor
- USB cable
- Cleaning Card Package
- CD Driver
- Instructions
- Warranty

All purchased printers will include 1 ribbon as part of the total cost, which will also be in the box

For rented printers: These items must be returned with the printer in its original packaging as per the terms and conditions of rental, or additional costs may be incurred by the students' union.