



# Aigburth Park - IT Services Guide

## Instructions for users

Please ensure that you can login to the Hope IT Systems using your Username (Student ID number) and Password.  
If you have any problems logging in, please contact the IT Service Desk on 0151 291 2100 / ITSHelp@Hope.ac.uk

### PASSWORDS

Please note that you can change your password at any time, by accessing this site – <https://password.hope.ac.uk/pwm>

Keep your student ID card on you at all times.  
Do not punch holes in the card or bend the card excessively.  
If your card no longer works, please take it to the Gateway Service Desk at Hope Park or order a replacement through the Hope online store.

### ID CARD

### PRINTERS

2 Printers are available in the Aigburth Lab:-  
'Aigburth Printer 1' is a large colour multifunction device.  
'Aigburth Printer 2' is the smaller printer.

Printing is charged at  
5p per side / 8p double sided A4 – Black and White  
20p per side / 30p double sided A4 – Full Colour

### PRINT COST

### PRINT CREDIT TOPUP

To credit your print account, login to MyHope and choose the 'Print Options' tab. Follow the onscreen instructions to use your credit or debit card.

You can also check your available print credit here.

Photocopying is free and can be done on any Xerox Multi Function Device.  
Open the lid of the copier and place your original document face down in portrait orientation.  
Press the green 'start' button to copy.  
Further options and instructions are available on the copier screen.

### PHOTOCOPYING

### PAPER

If the printer is showing 'Out of Paper' please speak to Security onsite who can fill it up.

If the printer is showing any 'Toner Low' or 'Replace Toner' messages, please call 0151 291 2100 or email [ITSHelp@Hope.ac.uk](mailto:ITSHelp@Hope.ac.uk) and we'll replace it!

### TONER

### PAPER JAM

If the printer is showing 'Paper Jam', please follow the onscreen instructions to resolve or report to Security onsite.

Please email [ITSHelp@Hope.ac.uk](mailto:ITSHelp@Hope.ac.uk) to request a separate scanning instructions leaflet.

### SCANNING