



Cornerstone Balcony - 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 on the Cornerstone Balcony:-
'COR Balcony Printer 1' is a large colour multifunction device.
'COR Balcony Printer 2' is the smaller colour 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

With Credit or Debit card, login to MyHope and choose the 'Print Options' tab.
With Cash using the Print Credit Machine in the Cornerstone Student Success Zone.
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 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 to request a separate scanning instructions leaflet.

SCANNING