QUICK GUIDE TO

PRINTING SERVICES STOREFRONT

psh.myprintdesk.net/dsf

Getting Started

Finding Products

Creating Custom Products

Saving Your Products

Placing Your Order

PennState Health

ABOUT US

The Printing Services Team takes great pride in our ability to support the Penn State Health System for all printed materials. Our team is committed to high standards of quality printing and the ability to meet all deadlines.

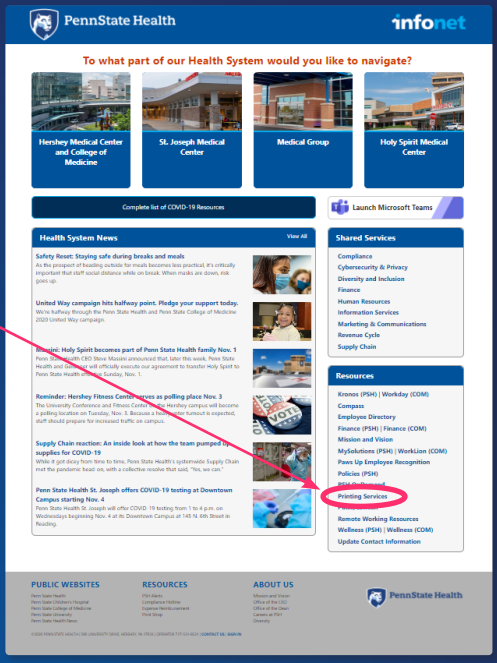
All orders, by default, are subject to a one week turnaround time. If this time-frame does not meet your needs, please call in to our customer service representative at 717-534-1758 to discuss adjusting your due date.

Not sure what to budget for printing? Printed materials, ordered through our storefront, **comes at no cost to you or your department.** Certain specialty products such as pocket folders, which can not be produced in-house, will be charged back to your cost center. If you have any questions about your project please call or email us and we will be happy to discuss all your options.

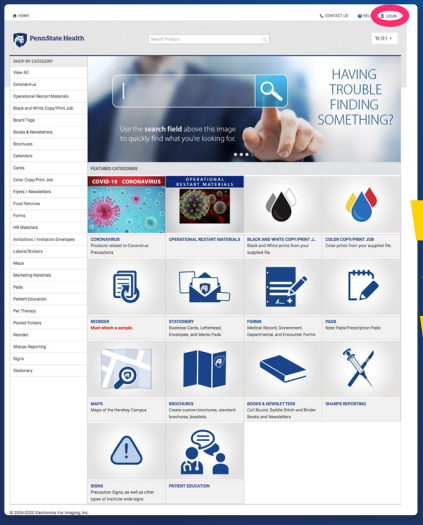
WHERE TO START

Printing Services on line ordering portal can be accessed through links on the home page of your infonet, or directly by entering **psh.myprintdesk.net** in your web browser. Chrome or Firefox are recommended. Bookmark our home page for quick and direct access.

NOTE: You can not submit an order (checkout) without being signed into your account, which is automatically created through your E-Pass credentials.



FIRST THINGS FIRST



LOGIN TO YOUR ACCOUNT: You can not checkout of an order or save your work if you are not logged in to your account. **If it is your first time logging in to your account, be sure to FILL OUT YOUR PROFILE INFORMATION by accessing your profile from the drop down menu by hovering over your name in the upper right corner.** More information under "Key Points" on the last page.

NOTE: You can not save a job, which you should do for every job, without being signed into your account.

Finding Products

The storefront is largely organized by types of products.

Stationary	Forms	Brochures	Maps	Cards	Books
Labels	Fliers	Pads	Signs	Calendars	Generic Print Request

The most commonly used categories are found on the storefront's homepage along with the search field. Utilizing the search field can save time. Many products are printed with a form number usually found on the bottom of the page or on the back side of a product. These form numbers should be used in searches. Searching for a name of a product is less efficient when your not sure what a product is named.

NOTE: Searching for products is very useful when you aren't familiar with the navigation of the site or when you know that a product is buried a couple levels deep.

Types of Products

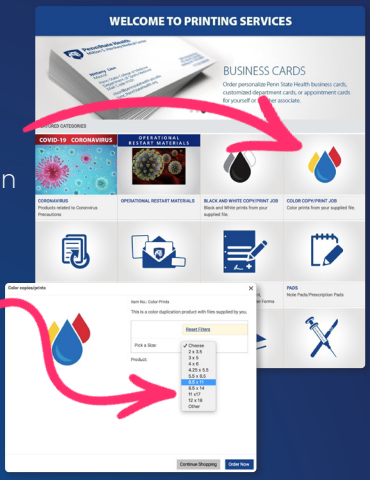
PRINT REQUEST: These generic requests are based on customers uploading their own files for printing (products that are NOT published on the storefront). The two main categories of this type of order is **COLOR** and **BLACK AND WHITE,** the main difference being colored papers are available for the blk/wht requests. It's worth mentioning that, with this type of order, it is the customer's responsibility to fill out all specific details of their request, such as size, paper and finishing options accurately.

STATIC PRODUCT: Is any pre-built product published on the storefront which you can order from but can not customize. Any changes needed to these products must be made by contacting Printing Services.

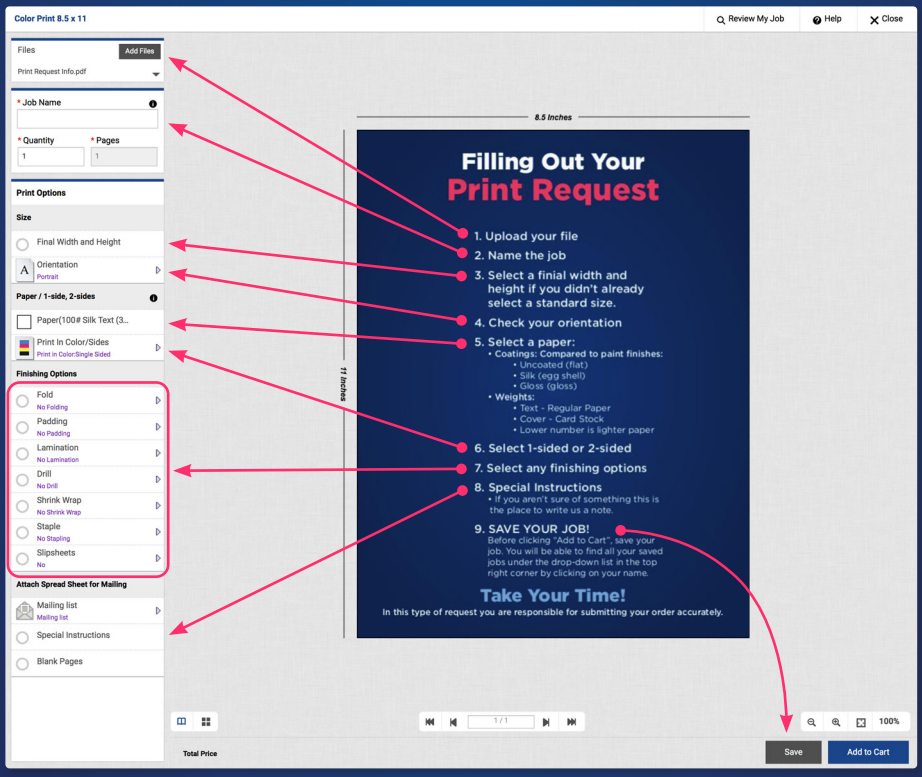
CUSTOM TEMPLATE: There are many examples of customizable templates on the storefront, which are meant for customers to partially or completely customize. Some of these templates lock the ability for the customer to change fonts, sizes, colors, etc. when brand consistency is crucial. Customers are usually able to change part of the text. Other templates might allow full customization with a required logo selection.

Creating a Custom Product

We will use the color copy print request in this example. Starting from the home screen click on the Color Copy/Print Job. Click “Order Now” on the next screen. On the third screen you will select from the drop-down menu of standard sizes or “Other” for any other size not listed. The fourth and final screen is the print request itself.

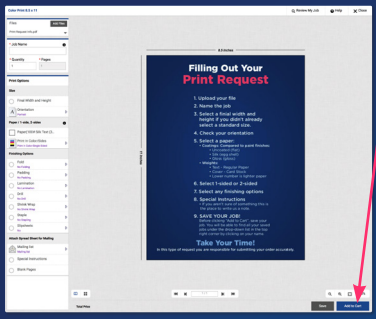


Filling out the Print Request Form:

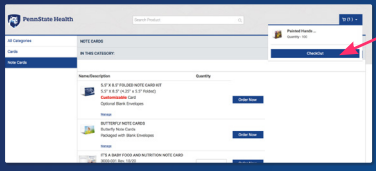


NOTE: After saving a job, you will be taken directly to the “Saved Jobs” folder. Simply click on your job to open it again to add the job to your cart.

Placing Your Order

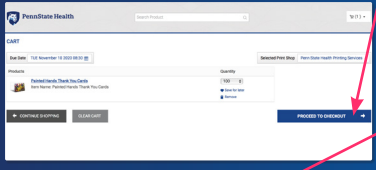


1. Ordering from a specific product simply enter your quantity and click on “Order Now”. If you are ordering from your own print request, and you have already saved your job, reopen the job from your “My Saved Jobs” folder and click on “Place Your Order” found in the bottom right-hand corner.

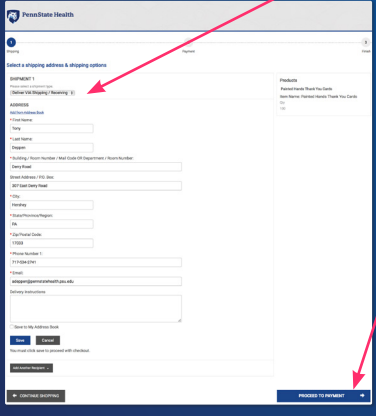


2. Hover over the cart icon and click “Checkout”.

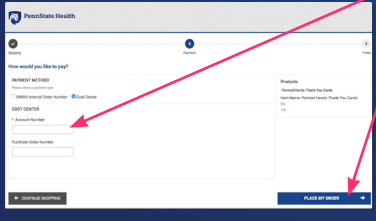
3. Double check the item(s) in your cart. If everything looks correct continue to “Proceed to Checkout”.



4. Make sure your delivery/pickup information is correct. By default, your profile information will automatically be filled out here. You may also choose to have your order sent to someone else. If you enter someone else’s information for delievery you can save that information at the bottom of the form adding it to your contacts. Click on “Proceed to Payment” to go to the final screen of your checkout (remember there are no charge backs for printing, so your department will not be charged).

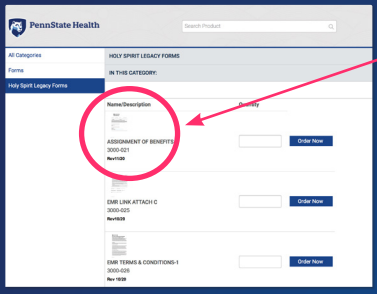


5. Final step to checking out is to enter a valid Cost Center or SMBA Internal number. This will validate that you are part of the Penn State Health System. After clicking on “Place My Order” you will see a confirmation screen and receive a confirmation email.



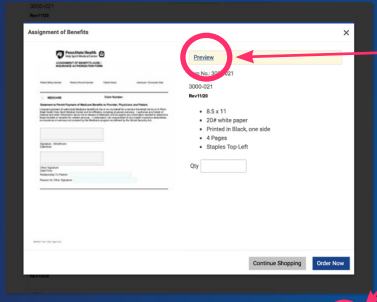
NOTE: Your cart can hold a maximum of 8 itmes in one order. Anything more than 8 items you will need to place a second order.

Printing Documents from Printing Services Digital Storefront



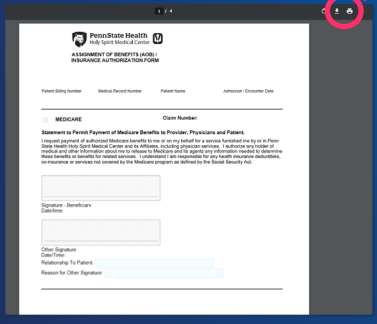
STEP 1:

Locate the product you are looking for, once located, click on the thumbnail view of the product. This will open a detailed description window about the product.



STEP 2:

Click on the "PREVIEW" link for the product. This will open the product in a high resolution view in your browser.

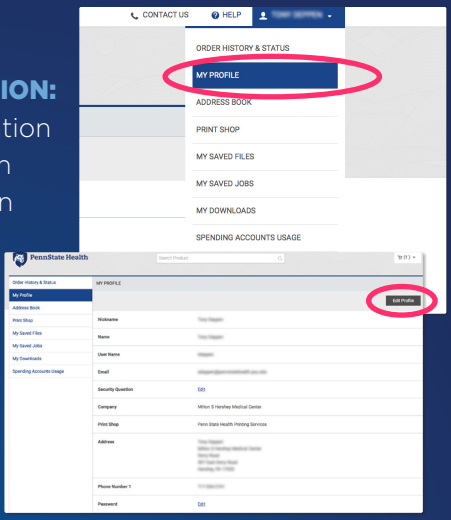


STEP 3:

From you browser window you can download **(NOT RECOMMENDED due to forms being continuously updated)** or **PRINT** a limited number of copies as needed until a regular supply can be acquired from Printing Services.

NOTE: Due to forms consistently changing, files should never be downloaded from the storefront and archived onto a computer. In an emergency, products are always available on the storefront for printing small quantities. Storing files on your computer could result in misuse of outdated materials. Remember that our Storefront can be accessed without being logged in to the Infonet by visiting **psh.myprintdesk.net/dsf.** You do not need to be logged in to your account to print a form in this way.

Key Points



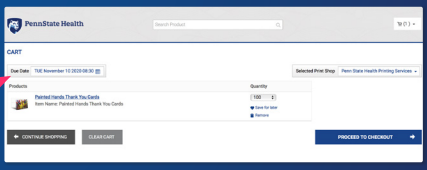
FILL OUT YOUR PROFILE INFORMATION:

Make sure that your profile information is filled out after you have logged in to your account under your name in top right-hand corner of your screen. This should be done after you have logged in to your account for the first time. Make sure you click "Save" after you have entered all your information. Having this information filled out completely will make checking out much faster and easier.

NO CHARGE BACKS:

As always your department will not be charge for Printing Services. Rare specialty items, such as customized pocket folders, are charged back to the department as these specialty items are produced outside of the printshop.

DUE DATES:



The default due dates to all orders is one week. You can change the due date (for more than week) by clicking on the cart icon. For all orders requiring less than one week turnaround, please call our customer service representative Josh Davis at 717-531-1758. Please avoid using personal emails when inquiring about orders. Instead send all order inquiries to: printsrv@pennstatehealth.psu.edu.

CONTACT INFORMATION:

Office: 717-534-1758
Hours 7:30am-4:00pm
email: printsrv@pennstatehealth.psu.edu
website: psh.myprintdesk.net/dsf

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