

HP Access Control (HPAC) – Managed Print Services Manual Guide

User Operations Guide

1. Introduction

This User Operations Manual provides end users with step-by-step instructions on how to use the **HP Access Control (HPAC) Managed Print Services (MPS)** environment.

It is designed to help users securely print, release, and manage their print jobs efficiently while maintaining document confidentiality and cost accountability.

2. Overview of HP Access Control (HPAC)

HP Access Control (HPAC) is a secure print and workflow solution that helps organizations:

- Reduce unclaimed print jobs and paper waste.
- Protect sensitive information through user authentication.
- Monitor and control print usage across the network.
- Simplify print release from any authorized device.
- Reduce printing cost
- Remove fake toner/ink usage
- Effective printer maintenance

3. Access and Authentication Methods

HPAC supports multiple authentication methods before print release:

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- **Smart Card / ID Card Login**
- **Username and Password (PIN)**
- **Proximity Card / Badge Scan**

To Log In:

1. Tap your ID card on the reader, **or**
2. Enter your username and PIN on the printer display, **or**
3. Use your assigned proximity card.

4. Printing in an HPAC Environment

Step 1 – Submit a Print Job

1. Select your printer labeled “**HPAC Secure Print**” from your PC or laptop.
2. Click **Print**.
3. Your document is held securely on the HPAC server until released.

Step 2 – Authenticate at a Printer

1. Go to any HPAC-enabled printer.
2. Authenticate using your assigned method.
3. Access your personal job list.

Step 3 – Release the Job

- Select individual or multiple documents.
- Press **Print** or **Release All** to print immediately.
- Optionally, press **Delete** to remove unwanted jobs.

5. Printing Options and Features



Users can customize their print jobs directly from the printer interface or the HPAC client settings:

- **Print in Color or Black & White**
- **Single-sided or Duplex Printing**
- **Adjust Copies and Paper Size**
- **Secure Job Hold** – Keeps jobs on the server until released

6. Print Rules and Quotas

Your organization may apply rules to optimize resource usage, such as:

- Restricting color printing to authorized users.
- Limiting the number of pages per user or department.
- Requiring duplex printing by default.

If a job violates a print rule (e.g., color limit), HPAC will notify you before printing.

7. Secure Print Release (Follow-Me Printing)

HPAC MPS supports **Follow-Me Printing**, allowing you to release print jobs at any networked device:

1. Send your job to the secure queue.
2. Authenticate at any HPAC printer within your organization.
3. Select and release your print securely.

8. Mobile and Remote Printing

Users can also print from mobile devices or email:

- **Email-to-Print:** Send an email with attachments to your organization's HPAC print address.
- **Mobile App:** Upload and release jobs from your smartphone after login.

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9. Job Management and History

- View active and printed jobs from your HPAC dashboard.
- Reprint previous jobs if permitted.
- Check job cost and quota balance.

10. Troubleshooting Common Issues

Issue	Possible Cause	Corrective Action
Printer not responding	Network issue or offline device	Verify power and network connection, retry later.
Authentication failed	Wrong PIN or card not registered	Contact IT support to verify your credentials.
Job not appearing on printer	Job held in queue or printed already	Check your queue or resend the print job.
“Access Denied” message	User not authorized for color or device	Contact your admin for access permissions.
Slow print release	High server load or large file	Wait and retry, or print smaller jobs.

11. User Responsibilities

- Always log out after printing to protect your documents.
- Avoid printing confidential material unattended.
- Report any issues to the IT helpdesk immediately.
- Follow organizational printing policies.

12. Support and Assistance

For support or printer issues, contact the IT Service Desk or MPS Administrator.
Provide the following information when reporting:

- Printer name and location
- Date/time of the issue
- Error message (if displayed)