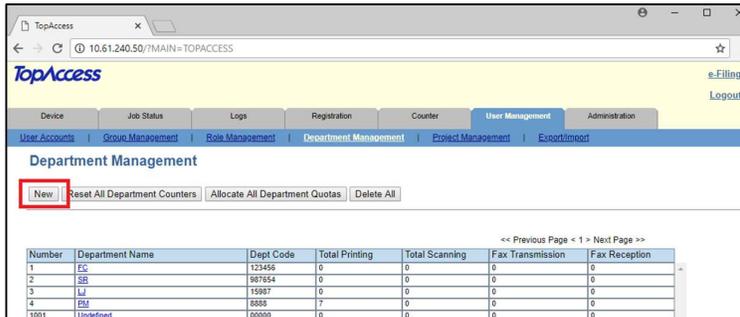


## Department Codes FAQ

### How can I add a new Department?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) Click on the **[New]** button.



- 4.) Fill in the form and click on the **[Save]** button.

Department Information

Save Cancel

\*Required

\*Department Name DeptX

\*Department Code \*\*\*

Color Quota Setting OFF

Color Quota

Default Color Quota

Black Quota Setting OFF

Black Quota

Default Black Quota

### How can I delete an existing Department?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) From the list, select the Department that you would like to delete.
- 4.) Click on the **[Delete]** button.

Edit Department Information

Save Cancel Reset Counters Delete

\*Required

Department Number 4

\*Department Name PM

\*Department Code \*\*\*

Color Quota Setting ON

- 5.) Click **[OK]** to continue.

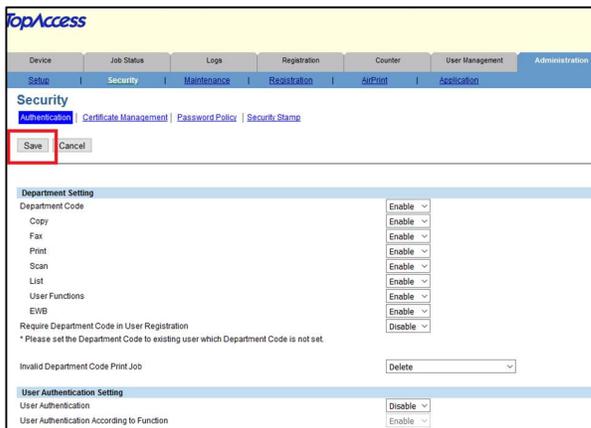
## How can I enable Department Codes?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[Administration]** tab and select **[Security]**
- 3.) Find the **[Department Code]** setting and change to **[Enabled]**.



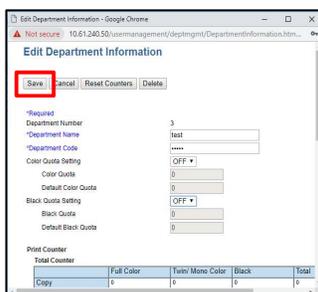
Note: This option will only be selectable if a Department Code already exists in TopAccess (refer to [“How can I add a new Department?”](#))

- 4.) Make other changes as appropriate (eg. disable department code settings for Scan, etc)
- 5.) Click **[Save]** to apply changes



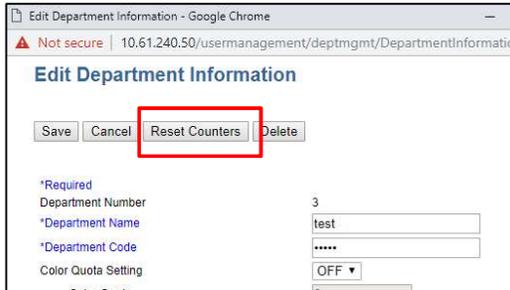
## How can I edit an existing Department?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) From the list, select the Department that you would like to edit.
- 4.) Make the changes you need for the Department.
- 5.) Click **[Save]**.

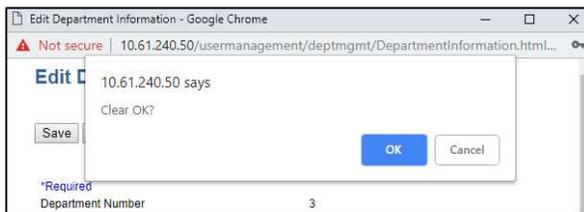


## How can I reset the counters for a particular Department?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) From the list, select the Department that you would like to edit.
- 4.) Click on the **[Reset Counters]** button.

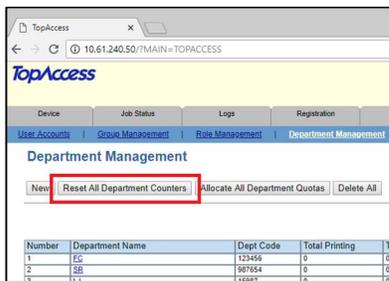


- 5.) Click **[OK]** to continue.

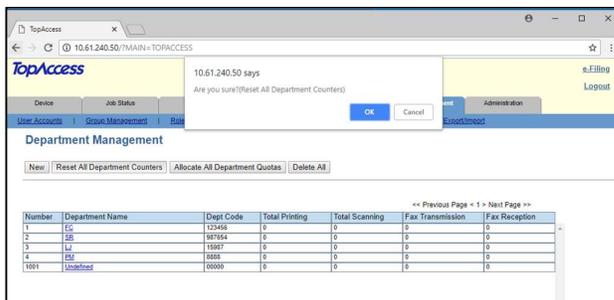


## How can I reset the counters for ALL Departments?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) Click on the **[Reset All Department Counters]** button.



- 4.) Click on **[OK]** to continue.



## How can I set a quota for particular Department?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) From the list, select the Department that you would like to edit.
- 4.) Change the drop down menu to **[ON]** for the quota you would like to apply.
- 5.) Set the quota amount.
  - The first field refers to remaining quota amount.
  - The second refers to the default amount once allocated.

- 6.) Click **[Save]**.

## How do I reallocate quotas for ALL Departments

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Department Management]**
- 3.) Click **[Allocate All Department Quotas]**.

Number	Department Name	Dept Code	Total Printing	Total Scanning
1	colour	1111	0	1

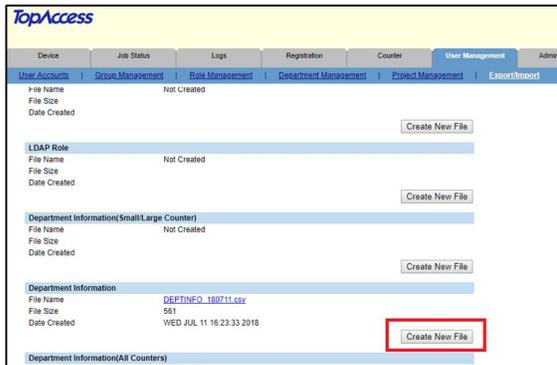
- 4.) Click **[OK]**.

## How can I backup my list of Department Codes?

- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Export/Import]**



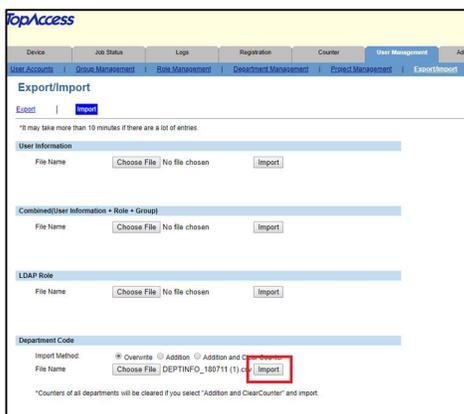
- 3.) Click on the **[Export]** link.
- 4.) Scroll down to the **“Department Information”** section and click on **[Create New File]**.



- 5.) Right-click on the **[DEPTINFO\_XXXX.csv]** link and select **[Save link as...]**.
- 6.) Browse to where you would like to save the backup and click on **[Save]**.

## How can I restore a backup list of Department Codes?

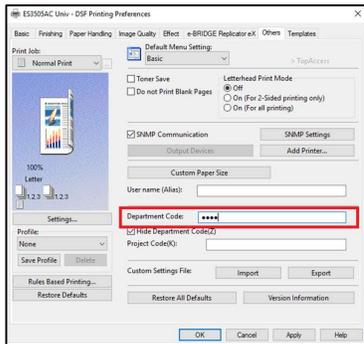
- 1.) Log into TopAccess as an admin user.
- 2.) Go to **[User Management]** tab and select **[Export/Import]**
- 3.) Click on the **[Import]** link.
- 4.) Scroll down to the **“Department Code”** section and click on **[Choose File]**.
- 5.) Browse and select your .csv backup file and click on **[Open]**.
- 6.) Click on the **[Import]** button



## How can I hardcode a Department Code on a PC printer driver?

The following instructions will apply a default department code whenever a new print job is sent. The end-user can still override and apply a different department code on the fly if required.

- 1.) From the **[Control Panel]** select **[Devices & Printers]**.
- 2.) Right-click on the printer driver and select **[Printing Preferences]**
- 3.) Go to the **[Others]** tab and enter code in **[Department Code]**

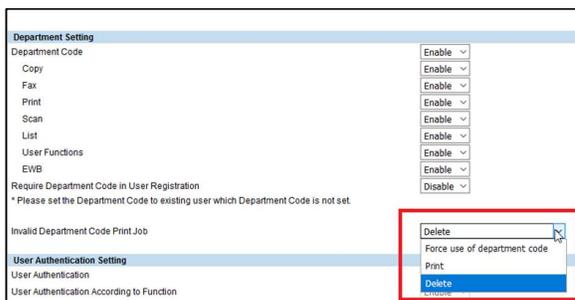


- 4.) Click on **[Apply]** button and **[OK]**

## What happens if I try to print and accidentally enter in the wrong department code?

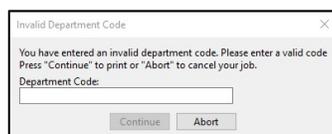
What will happen to a print job if it is send with an invalid Department Code will depend on what has been specified in Top Access. To check or edit the settings, follow the instructions below.

- 1.) From TopAccess, login as an admin.
- 2.) Go to the **[Administration]** tab and select **[Security]**
- 3.) Review the **[Invalid Department Code Print Job]** setting



- 4.) Edit the setting according to the following:

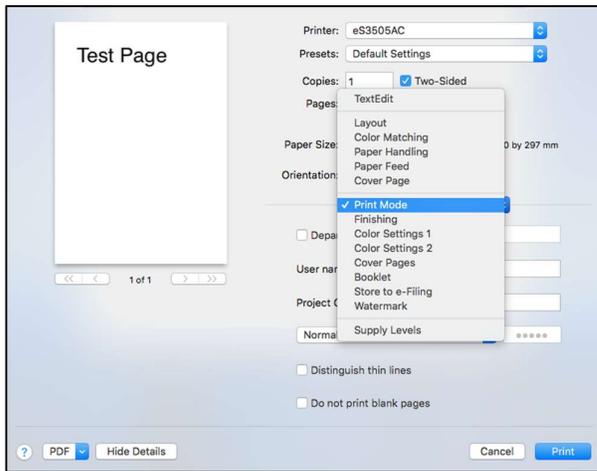
- a. **Force use of Department Code** – a pop up appears on the end-user side to prompt the user to retry entering a valid department code



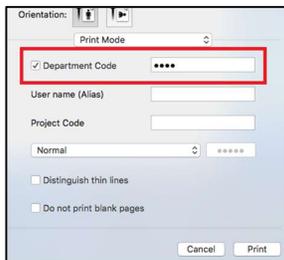
- b. **Print** – the job will print even if an invalid department code is used for the job
- c. **Delete** – the job will not print and be automatically deleted

## How can I hardcode a Department Code on a Mac printer driver?

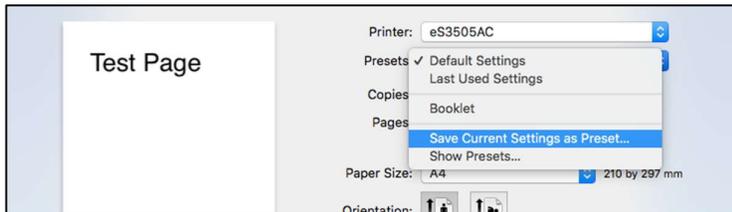
- 1.) Select **[Print]** from the **[File]** menu of an application.
- 2.) Select **[Print Mode]** from the dropdown menu.



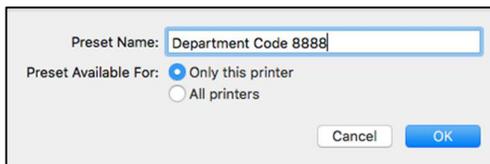
- 3.) Select the tickbox to enable **[Department Code]** and enter the code in the text field.



- 4.) From the **[Presets]** dropdown, select **[Save Current Settings as Preset...]**



- 5.) Enter a name for the Preset and click **[OK]**.



- 6.) This preset is now an available option for all future prints. Whenever selected, this preset will automatically set the saved department code for the print.

## When printing from a Mac, why am I not getting a pop-up window to enter in my Department code?

Pop-up windows that prompt for department codes are only available from a Windows system where SNMP have been enabled.

## When printing from my Windows PC, why am I not getting a pop-up window to enter in my Department code?

SNMP must be enabled for Department code pop-up windows to work. You can ensure that SNMP is enabled from your printer driver by selecting **[Update Automatically]** from the **[Device Settings]** tab of your **[Printer Properties]**.

