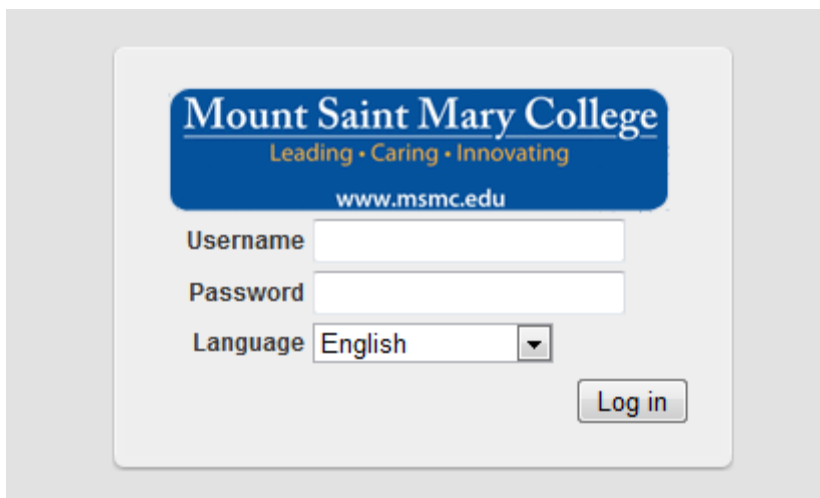# Requesting an adjustment to your printing allocation due to technical difficulties
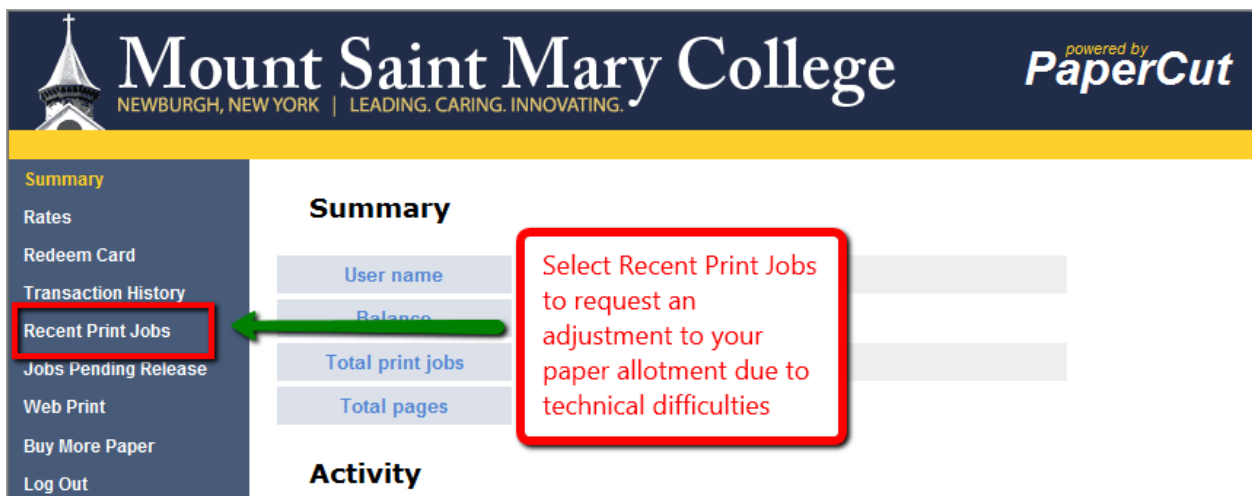
If you experience an issue while printing, such as a paper jam or other technical difficulties, you can request an adjustment to your printing allocation so that those unusable pages of that print job can be added back into your printing allocation.

To request an adjustment login to your papercut account (there are links off the library's web page and the PaperCut FAQ, or you can enter the URL directly by pointing your browser to http://printers.msmc.edu:9191/user/

After you login to your PaperCut account, select Recent Print Jobs from the left-hand navigation menu.

A listing of your recent print jobs displays. Select the print job where you experienced the technical difficulty.

Choose whether you are requesting an adjustment for the entire print job or for a portion of the pages, and then provide details about the technical difficulty you experienced.

Please note that it may take up to two business days before the request is reviewed.

July 21, 2011 rev. August 4, 2011