IT Student Support at SPH

For information regarding Brown University provided software and IT services, please feel free to browse the CIS Website at https://it.brown.edu/

All SPH students should direct general IT related questions to the IT Support Center by sending an email to help@brown.edu or contacting 401-863-HELP.

PhD students with Brown owned laptops or any student who requires assistance with brown owned equipment should send an email to SPH-ITSC@brown.edu for a more immediate response.

Public Health Student Printing

The printers located in room 251 and 374 are already installed on all student cluster workstations. To print from your laptop, you must connect to the Brown VPN or Brown Wireless. If there are any questions or problems regarding Public Health Student Printing, please contact Public Health IT support at SPH-ITSC@brown.edu.

All student print quotas are initially set to $100 (2000 black and white pages). Color pages are charged at a higher rate.

Adding Additional Quota

Additional quota purchases can be made at the following link.
https://payment.brown.edu/C20460_ustores/web/store_main.jsp?STOREID=73&SINGLESTORE=true

Connecting to the Printers – Windows

1. Connect to the Brown VPN or Brown Wireless.
2. In Windows, go to the search box located on the lower left and enter the printer path listed below. (Alternatively, you can hit the Windows key + R and enter the path there)

Printer Path: **\\ppcutprcit.ad.brown.edu**

3. You will be prompted to enter your Brown User ID. You will need to enter your user ID in the form **ad\userID**. Select "remember my credentials" to keep this box from coming up again. Click OK. (Note: you may have to select "other user" to properly enter your credentials. Be sure to replace "user ID" with your actual user ID!)

4. A window will appear displaying the available printers. Please double click on MyPrint-BW to install it. You can now go to any printer that has a card swipe and swipe your card to release your print job from the print queue.

Connecting to the Printers – MAC

Note: These instructions assume you are using MacOS 10.5 or higher.

1. Connect to the Brown VPN or Brown Secure Wireless.
2. Go to Apple menu > system preferences > Print & Scan.
3. Click the + to add a printer, choose Add other Printer or Scanner.
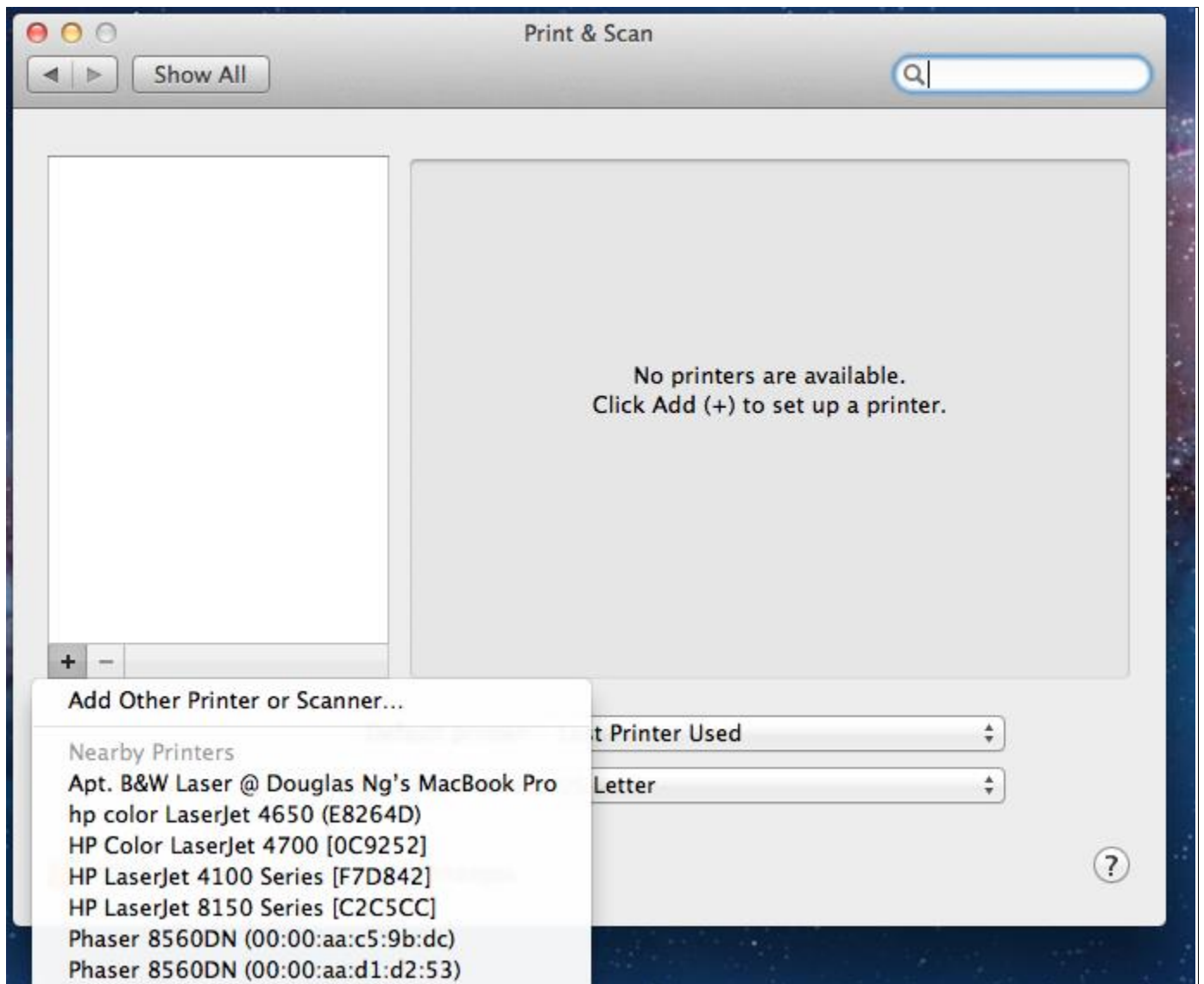
4. On the following screen, you should see a button that says "Advanced". (If you do not see this button, you will need to Control + Click on words "Add Printer" at the top, and choose Customize. From the customize menu, DRAG Advanced to the toolbar and release)

5. From the Advanced Menu,

Type: Windows printer via Spools OR Windows
URL: smb://ppcutprcit.ad.brown.edu/MyPrint-BW