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Xerox® Workplace Cloud User Guide

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Xerox® Workplace Cloud Overview

Xerox® Workplace Cloud is a versatile printing option designed to accommodate customers with mobile printing needs. It allows you to print in various ways:

- When viewing a document on your mobile device, open it with the Xerox® Workplace Mobile App. This enables you to choose a printer and print options, and print now or upload the job to print later.
- To print documents from your mobile device, use **My Library** for Android, or **Photos** and **File Library** for iOS within the Xerox® Workplace Mobile App to locate them. Apple® iOS Version v9.0 and higher, and Android™ v4.4 and higher mobile devices, and Windows 8.1 tablets are supported in the current release of the Workplace Mobile App and Chrome App.
- Forward an email with attachments to print@printbyxerox.com. The email and attachments are available to print:
 - in the Documents list in the Workplace Mobile App, where you can print to your desired printer.
 - at the @PrintByXerox printer app of your Xerox® Workplace Cloud-enabled multifunction printer, where you can select and print your documents.
- Use direct email printing, and forward an email and attachments directly to the email address of an enabled printer. Contact your administrator for the email address of your printer.
- Print from a personal computer or Macintosh computer at <https://xwc.services.xerox.com/>.



Note: Helpful instructions and descriptions of Xerox® Workplace Cloud features are available on the webpage. Move the cursor over tab names and menu selections to view a description of each feature.

- The administrator can add a Xerox Generic Printer. Once added, users can print without administrator approval to the generic printer. Printing to the generic printer sends the document to the Cloud. Later, the user can release the job to print. The job can also be released using the Workplace Mobile App. Alternatively, the administrator can add a Custom Generic Printer. The behavior is the same as the Xerox Generic Printer, except it allows you to print to a driver other than a Xerox driver.
- Desktop Printing is a new managed-services offering that replaces the traditional print infrastructure with a virtualized technology. It creates a common end-user behavior that incorporates desktop, mobile, and Follow-You printing models in a new modern approach to printing. Users can do the following with Desktop Printing:
 - Direct Print through Xerox® Workplace Cloud
 - Direct Print with Full driver experience
 - Agentless driver printing through Xerox® Workplace Cloud

When the user prints a job, the Xerox® Workplace Cloud routes it to the selected printer. The Account Administrator configures account behaviors and manages users, agents, printers, and the print queues.

Supported PC Browsers for Accessing the Xerox® Workplace Cloud Webpage

Supported PC browsers include:

- Microsoft Internet Explorer v11 and higher
- Google Chrome
- Mozilla Firefox



Note: JavaScript must be installed.



Note: Webpage access is not supported on mobile devices.

Supported Macintosh Browsers for Accessing the Xerox® Workplace Cloud Webpage

Supported Macintosh browsers include:

- Google Chrome
- Mozilla Firefox



Note: JavaScript must be installed.



Note: Webpage access is not supported on mobile devices.

Unsupported Macintosh browsers include:

- Apple Safari
- Opera

Supported Languages

- Arabic
- Catalan
- Czech
- Danish
- German
- English
- UK English
- Spanish
- Finnish
- French
- Hungarian
- Italian
- Dutch
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Swedish
- Turkish
- Greek

What is Near Field Communication (NFC)

NFC is a way for your phone to interact with something in close proximity. It operates within a radius of about 4 cm and provides a wireless connection between your mobile device and any Xerox printer that supports NFC technology.

Devices that Support NFC Authentication

Devices that support Near Field Communication (NFC) are Android devices, and iOS version 11, iPhone 7, or newer devices.

Service Pathway Options for Convenience Authentication

Service Pathway Options for Convenience Authentication is an authentication feature that allows the Xerox Workplace Cloud administrator to determine how Xerox Workplace Cloud manages access to devices. The following configuration settings are available:

- **Manage Machine Access at the Device:** With this option enabled, when you attempt to access the @PrintByXerox EIP app, you are required to log in to the app using the configured Workplace Cloud authentication method.
- **Manage Machine access using Print Management:** With this option enabled, when you attempt to access the @PrintByXerox EIP app, you are required to log in to the EIP app by clicking on the @PrintByXerox app and authenticating with the required credentials. When Manage Machine Access Using Print Management is enabled, the following configuration options are available:
 - **Service Pathway Enabled:** The device local user interface is blocked and blocking screen displays. After you authenticate and successfully pass the blocking screen, you do not have to authenticate again from the @PrintByXerox EIP app.
 - **Service Pathway Disabled:** The device local user interface is blocked, but a blocking screen is not displayed. You can use other device apps with Xerox Workplace Cloud without authentication. To use the @PrintByXerox EIP app, you must authenticate using the configured Xerox Workplace Cloud authentication method.

Direct Printer Selection

Direct Printer Selection is a feature that allows the Xerox Workplace Cloud administrator to control if you can submit print jobs using the direct print workflow by enabling Direct Print.

When Direct Print is enabled, you can print to direct printers using the following methods:

- In the **Print**→**Desktop**→**Select Printer** section of the Xerox Workplace Cloud web portal.
- In the **Printers** tab on the Xerox Workplace App.



Note: When Direct Print is disabled, you cannot print to direct printers using the Xerox Workplace Cloud web portal or the Xerox Workplace App.

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Creating a Xerox® Workplace Cloud Account on the Webpage

1. Go to <https://xwc.services.xerox.com/>.
2. Under Connect Me, select **Create User Account**.
3. Enter your email address and click **Submit**.



Note: Use an email address that you can access easily.

- You will receive an email containing a temporary password.
- The password is required during the registration process.
- If you do not have a company code, leave that entry blank.



Note: You can add or change the company code at a later date, if needed.

4. Enter the temporary password you received by email.
5. When prompted, enter your Workplace Cloud username and password.
6. Click **Submit**.

The account is created.



Note: Passwords must contain at least eight characters and have:

- One uppercase alpha character
- One numeric character

This does not apply if you logged in with your workplace credentials.

Getting the Company Code for Xerox® Workplace Cloud Users

If your company has enabled Xerox® Workplace Cloud, ask your Account Administrator for the company code.



Note: Some companies use an Allowed List instead of a company code to give mobile users access to the company printers. If your company provides this service, you will need your administrator to add you to the Allowed List to access these printers.

If you are not associated with a company that has enabled Xerox® Workplace Cloud, you can still create an account (leave company code blank) to view printers that are available from other companies and facilities to accommodate mobile printing customers.



Note: If you are not associated with a company that has enabled Xerox® Workplace Cloud, when creating an account, leave the company code blank.

Finding the Company Codes You Have Used for Xerox® Workplace Cloud Users

1. Log in at the Xerox® Workplace Cloud webpage at <https://xwc.services.xerox.com/>.
2. Click your email address in the upper right corner of the screen.
3. Select **User Profile** under User Options. The company codes you have used are listed under **My Companies**.

Logging in With a Different Company Code on the Webpage for Xerox® Workplace Cloud Users

Log out, go to the login page at <https://xwc.services.xerox.com/> and check the **Prompt for Company Code** check box. This will prompt for the company code when you log in. You will receive a verification email that states that the company code changed.

Changing Your Password on the Webpage for Xerox® Workplace Cloud Users

1. Log in to the webpage.
2. Enter your email address and click **Submit**.
3. On the password page, select **Reset Password**.
4. Check your email for a temporary password.
5. Enter the temporary password on the webpage. The temporary password that is issued is valid for 24 hours after it is requested.
6. Create a new password and select **Submit**.

Passwords must contain at least eight characters and have:

- One uppercase alpha character
- One numeric character

Viewing or Changing the Email Notification Policy

1. From the webpage, click your email address.
2. Under User Options, select **User Preferences**.
3. Select your Email Notification Policy. The options for Email Notification Policy are:
 - Print Job Submission
 - Receive All Notifications
 - Receive Failure Notifications Only
 - None
 - Print Job Completion
 - Receive All Notifications
 - Receive Failure Notifications Only
 - None
4. To save the configuration, click **Save**.

Using the Secure Print with Xerox® Workplace Cloud

Xerox® Secure Print allows you to hold print jobs at the printer until you release them for printing. When you submit a job you will enter a passcode, which must also be entered at the printer to release the job.

Your administrator can require that Secure Print be used on any Xerox® Secure Print capable printer. In this case, you will see a required field with a blue bar, which must be filled in before submitting a print job.

1. From the **Print** tab, select a printer that supports Secure Print.
Secure Print capability is designated by a small padlock icon in the printer capabilities icon group above the printer model name.
2. Enter a passcode in the **Secure Print** field.
3. At the printer, select your print job and follow the on-screen instructions to release the job for printing.
4. When prompted, enter the passcode you entered when you submitted the print job.
5. Release the job to print.

Using the Direct Email Printing When Secure Print is Required at the Printer

Each Xerox® Workplace Cloud enabled printer has a direct email address that can be used to send print jobs directly to that printer.

1. Send or forward an email and any required attachments to the printer direct email address of the printer.

To find the email address for a specific printer, check the webpage.

You will receive an email containing the passcode that will release the job at the printer.

2. At the printer, select your print job and follow the on-screen instructions to release the job for printing.
3. When prompted, enter the passcode from the email you received.
4. Release the job to print.



Note: When using direct email printing, your print preferences and account overrides for print options will be applied.

Changing the Retention Policy for a Job

You can change the amount of time a job is available for Workplace Cloud deployments. You can make user-specific selections when you click your email address on the webpage and select **User Preferences**. This feature is available only if the administrator allows user-level control of this setting.

The options for Retention Policy are:

- Immediate: Print jobs are deleted immediately after printing
- 1 Day: Print jobs are deleted one day after printing
- 7 Days: Print jobs are deleted 7 days after printing

At the time of upload, the expiration date of the job is attached to it.

Finding the Status of a Printer

To see the status of a printer:

1. From the webpage, select the **Print** tab.
2. Select **Change** under **Printer & Options**.
3. Select a printer.
The printer status is indicated by a small, colored icon at the bottom of the icon representing the selected printer.
4. Hover the cursor over the status icon for more information.
5. Printer status is also displayed on the **Printers** tab.
 - Select **Edit** for the printer you wish to see. The printer status is in the upper, left of the webpage below the printer's IP address.
 - Hover the cursor over the status icon for more information.

Finding the Status or History of a Job

For Xerox® Workplace Cloud Webpage Users Only

1. From the webpage, select **Jobs**→**History**.
2. Hover over the status for each job to see more information. For example, job credit, used, reason for failure.

- Upload: The job is being sent to Xerox® Workplace Cloud.



Note: Upload information is only visible in the Xerox® Workplace app.


- Conversion: The job is being converted to print-ready format in Xerox® Workplace Cloud.
- Pending: The job has been converted and is waiting to print.
- Processing: The job is being sent to the printer.
- Completed: The job was successfully sent to printer. Printer Welcome Pages do not consume any job credits.
- Rejected: The job did not print. For example, the file type was not supported, or the license is not available.
- Failed: The job did not print. For example, an error occurred during the conversion of the job, or the agent failed to process the job. The job did not consume any job credits.
- Expired: The system was unable to process the job in a timely manner. Resend the job.



Note: The Job history lists up to 7 days or 50 jobs, whichever is reached first.

Downloading and Running the Xerox Workplace Cloud Desktop Client Installation Package on a Windows Computer

You can download the Xerox Workplace Cloud desktop client as a non-executable installation package with the .XWCDP extension, and install the package onto a Windows PC without requiring administrator privileges.

 **Note:** Once installed, the Windows Client is operated from the Windows system tray.

To download and run the Windows non-executable installation package:

1. Log in to the Xerox Workplace Cloud webpage at <https://xwc.services.xerox.com/>.
2. Select **Print > Desktop**.
3. To download the installation package to your browser default download location, in the Install the Workplace Client section, click **Windows**.

The **XeroxWorkplaceCloudClient.exe** file downloads automatically to your browser default download location.

4. To run the setup wizard, locate the file and double click it.

The Xerox Setup Wizard window appears.

5. From the drop-down menu, select the required language from the list, then click **Ok**.

A splash screen appears and the Install window updates while installation files are unpacked. After a short while, the Xerox Setup Wizard window opens and a Welcome message appears.

6. To see any additional information about the software, click **View Readme**.
7. To continue the installation, click **Next**.


The License Agreement window appears.

8. Read the license terms. To accept the terms and continue the installation, select **I accept the terms in the license agreement**, then click **Next**.

The Ready To Install window appears

9. To begin the installation, click **Install**.

A status progress bar appears.


 **Note:** It can take several minutes for the installation to complete.

10. When the installation finishes successfully, the Setup Complete window appears. To finish the installation and exit the wizard, click **Finish**.

The Xerox Workplace Cloud Client is installed and ready to use.

Downloading and Running the Xerox Workplace Cloud Desktop Client Installation Package on a Macintosh Computer

You can download the Xerox Workplace Cloud Mac client as a non-executable installation package with the .XWCDP extension, and install the package onto a Macintosh computer.

 **Note:** After installation, the Mac Client is operated from the Macintosh status bar.

To download and run the Mac Client installation package:

1. Log in to the Xerox Workplace Cloud webpage at <https://xwc.services.xerox.com/>.
2. Select **Print > Desktop**.
3. To download the installation package to your browser default download location, in the Install the Workplace Client section, click **Mac**.


The **XeroxWorkplaceCloudClient.pkg** file downloads automatically to your browser default download location.

4. To run the installer, locate the file and click it.

The Xerox Workplace Cloud Client Installer window appears.

5. To continue the installation process, click **Continue**.

The Readme window appears, displaying additional information about the Mac Client.


 **Note:** To print the Readme, click **Print**, or to save the Readme as a .txt file, click **Save**.

6. To continue the installation, click **Continue**.

The Software License Agreement window appears.

7. Read the license terms. To accept the terms and continue the installation, click **Continue**, then click **Agree**.

The Destination Select window appears, and the default installation location displays.


 **Note:** To change the location of the installation, click **Change Install Location**, then select the required destination.

8. To continue the installation process, click **Install**.

A security dialog box appears.

9. To begin the installation, enter the Macintosh administrator password, then click **Install Software**.

A status progress bar appears.

 **Note:** It can take several minutes for the installation to complete.

10. When the installation finishes successfully, a message appears confirming that the installation was successful. To finish the installation and exit the installer, Click **Close**.

Procedures

A dialog box appears asking if you want to keep the installer file or move it to the Trash.

11. To keep the installation package in the current location, click **Keep**, or to move the file to the Trash, click **Move to Trash**.

The Xerox Workplace Mac Client is installed and ready to use.

Printing From a Computer for Xerox® Workplace Cloud Users

The following browsers are supported:

- PC: Internet Explorer v11 and higher, Chrome, and Firefox
- Macintosh: Chrome and Firefox

1. Log in to the Xerox Workplace Cloud webpage at <https://xwc.services.xerox.com/>.
2. Select the **Print** tab.
3. Select a printer or print queue.



Note: Print queue icons differ from printer icons so you can easily distinguish them.

4. Select your print options and click **Print**.



Note: Print preferences are initially set to match the company account, but can be changed. Some print options may not be available on certain printers.



Note: Selecting **Original File Size** or a specific paper size overrides scaling and paper substitution. If the printer does not have the proper size paper loaded, the job will be held for resources.

Using the Print Options

User print preferences are initially set to match the company account, but can be changed. Some print options may not be available on certain printers.

Page Range

You can select a page range for some file types. An example of the page range options is given for the selected file type.

Media Size

Xerox® Workplace Cloud supports scaling of documents to fit an available paper size. The page size is determined by the first page of the document. This is the paper size that will be used for printing. Specific paper sizes are listed according to the capabilities of the selected printer. Selecting a specific paper size will scale your document to fit on that paper size.

Auto Scale: The document will be scaled to fit on the available paper size that is closest to the size specified in the document file. This option is available only if Paper Substitution is enabled in the company account you are connected to.

Original File Size: No scaling. The document will print on the paper size that corresponds to the size specified in the file.



Note: The Original Size selection overrides scaling. If the printer does not have the proper size paper loaded, the job will be held until the paper is replenished.

Installing the Generic Printer Using a Xerox® Print Driver

After the Xerox® Workplace Cloud Client is installed, you can add a Xerox® Generic Printer. When you print to the generic printer, the document is sent to the cloud. When you access the device later and log in to Xerox® Workplace Cloud, you can release the job to print. You can also use the Xerox® Workplace Mobile App to release the job.

1. Select **Print**→**Desktop**.



Note: If you do not see desktop options, then obtain a Printer Essentials Bundle license. To acquire the license, contact your Xerox representative.

2. Click the **Generic Printer** link.

A message appears asking if you want to run or save **XeroxWorkplaceCloudClient.exe**.

3. Click **Run**.

The generic printer installs.

4. After the Xerox Generic Printer installs, it displays on your desktop under **Control Panel**→**Hardware and Sound**→**Devices and Printers**→**print@printbyxerox**.


5. When you are ready to print, submit the document to the generic printer, then release the job to print.




Note: For detailed instructions, refer to [Using Direct Print From a Desktop Printer](#).

Installing the Generic Printer Using a Custom Print Driver

After the Xerox® Workplace Cloud Client is installed, you can add a Custom Generic Printer. When you print to the generic printer, the document is sent to the cloud. When you access the device later and log in to Xerox® Workplace Cloud, you can release the job to print. You can also use the Xerox® Workplace Mobile App to release the job.

 **Note:** Jobs submitted with a custom driver cannot be modified at release time. You cannot change print attributes, such as color, 2-sided, quantity, etc.

1. Select **Print→Desktop**.

 **Note:** If you do not see desktop options, then obtain a Printer Essentials Bundle license. To acquire the license, contact your Xerox representative.

2. Click the **Custom Generic Printer** link.

A message appears asking if you want to run or save **XeroxWorkplaceCloudClient.exe**.

3. Click **Run**.

The generic printer installs.

4. After the Custom Generic Printer installs, it displays on your desktop under **Control Panel→Hardware and Sound→Devices and Printers→[driver name]**.

5. When you are ready to print, submit the document to the generic printer, then access the device and release the job to print.

Downloading Custom Print Drivers


Users can download custom print drivers from the Xerox Workplace Cloud webpage.

 **Note:** Users can only download custom print drivers that the system administrator has added.

To download custom print drivers:

1. Log in to the Xerox Workplace Cloud webpage.
2. Select **Print > Desktop**.
3. To download a custom print driver to your browser default download location, in the Adding Custom Driver Printers (Follow You Queues) section, select the required driver.

The print driver automatically downloads.

 **Note:** If the Adding Custom Driver Printers (Follow You Queues) section is not visible, or if the required driver is not available, contact your system administrator.

Downloading Drivers for Direct Printing

Users can download the appropriate print driver to print directly to a specific printer.

To download drivers for Direct Printing:

1. Log in to the Xerox Workplace Cloud webpage.
2. Select **Print > Desktop**.
3. In the Adding Direct Printers section, locate the required printer from the list or use the search bar to find a specific entry.



Note: If the Adding Direct Printers section is not visible, contact your system administrator.

4. To download a Direct Printer driver to your browser default download location, click the required printer.

The print driver downloads automatically.

Logging in to the Xerox® Workplace Cloud Agent

1. Verify the Xerox® Workplace Cloud client displays in the notification tray area. It is called Xerox® Workplace Cloud.
2. Move the mouse cursor over the icon and right-click the icon to open the menu.
3. Select Login to Xerox® Workplace Cloud, and login using the credentials you used when you set up your user account.

Logging In Using OKTA Authentication

1. At the Xerox Workplace Cloud login screen, type your email address, then click **Submit**.

You are redirected to the OKTA login screen.

2. Enter your OKTA user name and password, then click **Sign In**.

You are redirected to the Xerox Workplace Cloud web page home screen.



Note: The first time that you sign in, to allow access to your basic profile information, grant permission to the Xerox Workplace Cloud.

Logging In Using Azure AD Authentication

1. At the Xerox Workplace Cloud login screen, type your email address, then click **Submit**.

You are redirected to the Microsoft Azure AD login screen.

2. Enter your organizational email address and password, then click **Sign In**.

You are redirected to the Xerox Workplace Cloud web page home screen.



Note: The first time that you sign in, to allow access to your basic profile information, grant permission to the Xerox Workplace Cloud.

Printing From the Generic Printer

1. Open a Microsoft Word or other Microsoft Office or print ready document.
2. Select **File**→**Print**, select the **print@printbyxerox** printer, and click **Print**.
3. Go to a printer and open the **@PrintByXerox** app from the printer Local User Interface (LUI).
4. Log in to the **@PrintByXerox** app with the credentials you use for the Web portal.
5. The job you submitted displays in the print job list.
6. Click **Print** to release the job.

Using Direct Print From a Desktop Printer

Once the Xerox® Workplace Cloud Client is installed, Direct Print allows you to print directly to a specified printer.

1. In the Xerox® Workplace Mobile App, select **Print**→**Desktop**. A list of enabled printers displays under the All Printers menu.



Note: If you do not see desktop options, you need to obtain a Printer Essentials Bundle license. Contact your Xerox representative to acquire the license.

2. Select a printer listed and select **Open** when the download options display. This opens a Xerox installation wizard. Follow the steps of the wizard to complete the installation.

The system installs the printer on your laptop. The printer icon displays at **Control Panel**→**Hardware and Sound**→**Devices and Printers** and you can select that printer when you print.

3. Open a document on your desktop, such as a Word, Excel, PowerPoint, or PDF document. From the **Print** menu, select the printer you just installed.
4. Go to the printer and release the job from the EIP app.

Printing to a Printer With Accounting Enabled

1. From the webpage, select the **Print** tab.
2. Browse to the file you want to print.
3. Select a printer.
4. Select your print options.

Print preferences are initially set to match the company account, but can be changed. Some print options may not be available on certain printers.

Selecting a small page range to print from a large document does not save data charges.

5. Select **Enter** in the Accounting area.
6. Enter your accounting information and click **Save**.

If the administrator allows it, the user's accounting information may be saved for each printer.

7. Click **Print**.

Printing From the App Using Server Based Print Queues

1. From the app, select and upload a webpage, picture, or file to print.
2. Select your print queue.
3. Upload the file.
4. Enter your print options.

Print preferences are initially set to match the company account, but can be changed. Some print options may not be available on certain printers.



Note: Selecting a small page range to print from a large document does not save data charges.

5. Enter your accounting information, if applicable.



Note: If your administrator has enabled Active Directory / Lightweight Directory Access Protocol (AD/LDAP) authentication, you will be prompted for the company domain when entering accounting information (i.e., domain\username).

6. Select **Print** to print to your requested queue.

Reprinting a Document for Xerox® Workplace Cloud Deployments

The following information applies only if the document retention policy is set to 7 days. The default behavior is for documents to be deleted immediately after printing. The Account Administrator can modify this setting to save documents for 7 days after submission so that they are available for reprint. The retention policy settings only apply to your company's printers (private or public).

Making a Frequently Used Printer as Favorite

1. From the webpage, select the **Print** tab.
2. Select the top **Change** carat.
3. Select the **All Printers** tab.
4. Click the star next to the printer you want to **Add Favorite**.

Setting Up a Printer as the Default

1. From the webpage, select the **Print** tab.
2. Select the top **Change** carat.
3. Select the **All Printers** tab.
4. Click the check mark next to the printer you want to **Set Default**.

Viewing and Printing to the Public Printers of Other Companies

If the option is enabled by an administrator, you can view and print to Xerox® Workplace Cloud printers of other companies if they have been made available. You may also view and print to other public print providers in the mobile app, as they become available.

When printing to certain public printers outside of Xerox® Workplace Cloud, you will receive a code from the public print provider that you will need when retrieving your printed output.



Note: Jobs sent to public printers outside of Xerox® Workplace Cloud will always display in the job history for 7 days.

Submitting a Document to Print Later

There are three methods that you can use to submit a document that you can print later.

1. Using the Xerox® Workplace Mobile App, you can upload your document. In the Print window, select the option to upload the job.
2. Forward the document with attachments to print@printbyxerox.com. The email and attachments are available for printing.
3. To print from desktop generic printers:
 - a. Log in to the Workplace Cloud Web portal.
 - b. Select **Print** → **Desktop** → **Generic Printer**. You are prompted to install the generic printer.
 - c. After the installation is completed, select the desktop generic printer to print a job.

View and print a document that was uploaded previously or emailed to the system:

- In the Documents list in the Xerox® Workplace Mobile App, where you can print to your printer. It is retained for up to seven days, depending on the company retention policy. -OR-
- At the @PrintByXerox printer app of a Xerox® Workplace Cloud-enabled Multifunction Printer, where you can select and print your documents.

Printing Using the @PrintByXerox Printer App

1. On a Xerox® Workplace Cloud enabled multifunction printer, press the **@PrintByXerox** button. A Loading Details screen appears.
2. Enter your email address, then press **Save**.
3. Enter your password on the **Enter password for** screen, then press **Save**. Your document list appears.
4. Select the documents that you want to print.
5. Select your **Print Options**, then **OK**.
6. Press **Print**. The Submitting Jobs to Print screen appears with the conversion state shown. When a document begins to print, a green check mark appears.
7. To return to the main screen of your multifunction printer, when finished, press **Exit**.

Using the Xerox® Workplace Mobile App to Log in to the @PrintByXerox App

Users may supply their login credentials or they can use the Xerox® Workplace Mobile App to scan the QR Code shown in the client application of the printer.

The @PrintByXerox login option has to be enabled in order to be prompted to scan the QR Code.

1. Go to a Xerox® Workplace Cloud-enabled printer with the @PrintByXerox app.
2. Select the @PrintByXerox app on the printer. The app displays a QR code on the home screen.
3. Open the Xerox® Workplace Mobile App on your mobile device and select **@PrintByXerox Login**.



Note: Alternatively, you can set the @PrintByXerox Login scanning screen as the default screen on your app by selecting **My Preferences**.

4. Scan the QR code on the printer with your mobile device.
5. Select a job or jobs to print.

Using the @PrintByXerox QR Code to Submit a Print Job via the Xerox® Workplace Mobile App

1. Go to a Xerox® Workplace Cloud-enabled printer with the @PrintByXerox app.
2. Open the Xerox® Workplace Mobile App on your mobile device and select a job or jobs to print.
3. In the Xerox® Workplace Mobile App on your mobile device, select the printer by scanning the QR Code displayed on the home screen of the @PrintByXerox app on the printer, OR scan the QR Code on the printer's Welcome Sheet.
4. Once the QR Code is scanned, the Xerox® Workplace Mobile App displays the Print Job screen and allows you to submit the job to the printer.

Resetting a Password or User ID From the @PrintByXerox App


1. On the MFP UI, press **Forgot Password**.
2. Type a valid email address.
A message displays that an email has been sent to the email address provided.
3. To reset your password, click the password link.
4. To reset your ID, click the ID link.


Unlocking a Printer From the Xerox® Workplace Mobile App and Cardless Authentication

Users can unlock a Multifunction Printer by entering the code shown from the blocking screen of the printer into the Xerox® Workplace Mobile App. Be sure to connect to the same company account as the printer.

1. Log in to the Workplace Mobile App.
2. Select the Settings indicator, which appears on the screen as three bars.
3. Click **Settings**.
4. Click **Unlock Printer**.
5. Enter the code shown from the blocking screen of the printer into the Workplace Mobile App.
The printer details appear.

6. Click **Unlock**.
A message displays on the app that the printer is unlocked.
7. When the blocking screen is removed from the multifunction printer, access the printer.

 **Caution:** When your printing is complete, to ensure that other users cannot access your documents, always log out.

 **Note:** For more details, refer to the *Xerox® Workplace Mobile App Quick Start Guide*.

Using Auto-Onboarding

Auto-onboarding is when you swipe an unknown card and the user is prompted to supply their credentials. The credentials include email and password, LDAP user name and password, or Azure AD user name and password. If valid, the card number is added to the database for that user and works by doing a card swipe.

Unlocking a Printer Using an Alternate Login

Users can unlock the Multifunction Printer directly from the device. Be sure to connect to the same company account as the printer.

1. From the control panel of the printer, press **Alternate Login**.
2. To unlock the printer, enter your User Name or User ID, followed by your Password.

First-time users have to register at the Xerox® Workplace Cloud Web Portal.

If Lightweight Directory Access Protocol (LDAP) authentication is enabled, enter your email address, and then your user name and password. LDAP authentication is enabled on the Web Portal on the **Account**→**Company Profile** page.

To enable Azure AD, log in to the Cloud Web portal. Select **Account**→**Company Profile**→**Azure AD Authentication**.



Caution: When your printing is complete, to ensure that other users cannot access your documents, always log out.

Using a NFC Enabled Mobile Device to Unlock a Printer

Verify that you are using a NFC enabled mobile device and that NFC functionality is turned On. Also, make sure that the printer you are trying to unlock has NFC capabilities.

1. Locate the card reader device at the printer.
2. Take your mobile device and move it within 4 cm NFC enabled card reader on the printer.
3. You will hear a beep once your mobile device is recognized by the reader.
4. You will now be logged into the printer and will be able to access the @PrintByXerox application.



Note: If this is your first time using this mobile device to unlock a Xerox printer, you will have to register using your company username and password when prompted by the printer's user interface.

5. The printer user interface will prompt you to enter your email address and password.
6. After entering your email address and password, you will now be logged into the printer and should be able to access the @PrintByXerox application.



Note: The next time you use your mobile device with any Xerox printer at your company you will be immediately logged into the printer after swiping your mobile device within 4 cm of the NFC enabled card reader.

Deleting Registered NFC Capable Mobile Devices From My User Profile

In order to delete a registered device from your user profile, you will have to log into the Xerox® Workplace Cloud Web Portal.

1. Log into the Xerox® Workplace Cloud Web Portal at <https://xwc.services.xerox.com>.
2. Under the company name in the top right corner of the home page, click on your username or email.
3. Click the **Set Card Information** button.
4. Click the **Delete User Devices** button.
5. Click **OK**.

Using an ID Card to Unlock a Printer

Swipe your ID badge next to the printer ID card reader device until you hear a beep indicating that the ID card was successfully read by the card reader.

1. Locate the card reader device at the printer.
2. Take your ID card move it within 4 cm of the printer's card reader.
3. You will hear a beep once your ID card is recognized by the reader.
4. You will now be logged into the printer and will be able to access the @PrintByXerox application.



Note: If this is your first time using your ID card to unlock a Xerox printer, you will have to register using your company username and password when prompted by the printer's user interface.

5. The printer's user interface will prompt you to enter your email address and password.



Note: The next time you use your ID card with any Xerox printer at your company, you will be immediately logged into the printer after you swipe your ID card within 4 cm of the card reader on the printer.

Deleting ID Card Information for My User Profile Using the Xerox® Workplace Cloud Web Portal

In order to delete an ID card from your user profile, you will have to log into the Xerox® Workplace Cloud Web Portal.

1. Log into the Xerox® Workplace Cloud Web Portal <https://xwc.services.xerox.com>.
2. Under the company name in the top right corner of the home page, click on your username or email.
3. Delete the ID card identification information from the Default Card text box.
4. Click **OK**.

PIN Authentication for a User

General users do not have access to the Set Card Information in the User Profile. If Convenience Authentication is enabled, general users can log in to the EIP using the Alternate Login feature, with their PIN.

When the System Administrator enables the PIN Authentication feature, users can log in to the EIP using Email, a PIN, or an ID. When users enter a PIN, there is no password prompt on the next screen. Users are directed to the home screen or the document list of the @PBX App.

LDAP Synchronization for a User

All Xerox® Workplace Cloud version 5.1 Agents identify the established LDAP connections on the printers where they are installed, and report those connections back to the Cloud. When a system administrator enables LDAP Connections, users can log in to the Cloud with LDAP credentials. The LDAP server authenticates users, and synchronizes the users with the Xerox® Workplace Cloud user database.

LDAP credentials are listed for each user, in the User Profile field, on the User Information tab.



Note: To enable LDAP Synchronization, all Agents are upgraded to Xerox® Workplace Cloud version 5.1.

Single Sign-On for a User

The Single Sign-On (SSO) feature is for applications that are installed and run on Xerox® devices, for example, Dropbox or Google Drive. There are specific apps that are designed to support the Single Sign-On feature. When Single Sign-On is enabled, third-party applications can store and retrieve user access data, using the Xerox® Workplace Cloud solution.

User can view the Single Sign-On feature from the User Profile.

- To access the User Profile, click your email address. The User Options screen appears.
- Verify that your system has an activated and enabled SSO license.
- To view the Single Sign-On Settings, click the **Single Sign-On** tab.



Note: Users can view the Single Sign-On tab only when a valid SSO license is activated and enabled for an existing PEB license.

Troubleshooting

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App Installation and Issues

Unable to Find Previously Uploaded Documents for Xerox® Workplace Cloud Deployments Only

- You may have more than one account. Make sure you are logged in with your correct email address for that company.
- The job may have already printed. By default jobs are deleted after printing.
- The job may have been deleted already. Jobs are automatically deleted 7 days after they are uploaded. This is the default for Xerox® Workplace Cloud; other deployments may vary. Check with your administrator for the retention policy.

Prompted to Create New Account When Your Account Already Exists

Make sure the email address was entered correctly.

The system automatically begins a new account creation process. When a prompt appears requesting you to enter a company code, click **Cancel** to return to the login screen and enter your correct email address.

Unable to Find My Company Public Printer in Workplace Printers

All company public printers are listed under **Public Printers**.

Account Issues

Did Not Receive a Temporary Password When Creating a User Account

- Check to see if the temporary password email is in your junk email folder.
- Check to see if your mailbox is full.
- Check the email address you entered for an error. The system sends the password to the exact email address that you entered.
- Issue a request to have the password resent.

Unable to Log in with Workplace Credentials for Xerox® Workplace Cloud Users Only

when using your workplace credentials, if you get a message that authentication failed due to invalid credentials while logging in to Xerox® Workplace Cloud, try the following:

- Make sure you are entering your domain and username using the domain\username format.
- Your domain or username may have changed. If either has changed, click the **Reset User Name** link on the Login screen to associate your email address with your new domain\username.

Printer Issues

Check the following:

- Make sure the document you printed is a supported file type: doc, docm, docx, xls, xlsx, xlsxm, png, ppt, pptx, pptm, pdf, txt, rtf, tif, tiff, jpg, gif, jpeg, png, odt, ods, odp, odg, odf, zip, or eml. Adobe Portfolio files are not supported. Zip files are supported in Xerox® Workplace Cloud deployments only.
- Check the printer to determine if the output is being held for resources. For Xerox® Workplace Cloud deployments, there is an auto scale feature that will resize the page sizes listed below; the determination of page size of the entire document is based on the size of page 1. The administrator can enable or disable the feature. If this feature is enabled, and the paper size needed to print the job is not loaded, the job will be scaled to fit the available paper. To determine what setting your deployment has, check with your administrator.



Note: When all paper trays are empty, the paper size settings for paper trays may not be detected and auto-scaling may not be applied.

- Printers may have configuration settings for paper substitution. Even if the solution is not set to scale on a paper mismatch, check the printer settings to ensure that the printer is either configured for that paper size or is set to perform paper size substitution.
- If you received an aborted status email for your job, this usually means that there is a problem in the print path that must be resolved by your printing system administrator. Try printing to a different printer or contact your printing system administrator.
- The document may contain unsupported fonts or unsupported language. Refer to [Supported Languages](#).
- The file name may contain unsupported characters.
- The printer IP address may have changed. Check with the owner of the printer.
- The owner of the printer is out of licenses. Check with the owner of the printer to determine if there are sufficient licenses.



Note: This issue applies only to Xerox® Workplace Cloud users.

- Contact your Xerox® Workplace Cloud company administrator for additional support.



Note:

- Zip files are a supported file type, but they may contain file types that are not supported. Supported file types in a zip file will print even if the zip file also contains unsupported file types
- Zip files are only supported in Xerox® Workplace Cloud deployments.

Missing Images in Printed Output

Linked images will not print if the linked content is password- or login-protected.

Unable to Find Printed Output

- Your default printer may have changed. The default printer is the last printer you printed to. Even if you set a printer to be your default at one time, the default will always be the printer you last printed to.

For Xerox® Workplace Cloud users, go to <https://xwc.services.xerox.com/>, select the **Jobs** tab, then select the **History** tab to see where your print jobs were sent.

- Make sure you entered the correct accounting information and that you have enough credits in your account to print the job.
- If Secure Print is enabled on the printer, you must enter a passcode at the printer to release your job for printing.
 - If the job was submitted from the webpage, you created a passcode that must be entered at the printer to release the print job.
 - If Direct Email Printing was used, an email was generated by Xerox® Workplace Cloud that included a passcode that must be entered at the printer to release the print job.

Unable to View and Print to Printers That are Outside the Company

It is at the discretion of your company to allow users to see non-company printers. Check with your Account Administrator.

Unable to View My Printer or Print Queue

Make sure you are logged on to the correct company. When you access your Xerox® Workplace Cloud account and enter a company code, you are homed to the printers and print queues that are associated with that company. When you log in with a different company code, you are then homed to that company and view that company's printers and print queues. The printers and print queues associated with the previous company are not visible.

Unable to Print Using Print Queues

If you are unable to print using print queues, check with your administrator.

Did Not Receive Job Submission or Job Completion Notification for Xerox® Workplace Cloud Users

1. Verify that the notification is not in your junk folder.
2. Make sure your mailbox is not full.
3. Make sure your email notification preferences are set correctly:
 - a. Go to the webpage and click on your email address in the upper left corner.
 - b. Select **User Preferences**.
 - c. Verify that your **Email Notification Policy** preferences are selected.
4. Select the **Jobs** tab, then the **History** tab, and view the job status.

Job Did Not Print as Expected

The printer may not support all features of the print job. Xerox® Workplace Cloud output will work with most non-Xerox devices that implement industry-standard PCL 5, PCL 6 or PostScript commands. If non-Xerox devices implement features in a proprietary manner or do not adhere to industry standards, the output may not print as expected.

The administrator should check which Page Description Language (PDL) Xerox® Workplace Cloud is using and make sure the printer supports that PDL.

It is recommended that you keep the selected defaults. If you experience image integrity or finishing issues, try different options to determine which give the best results.

Once a print job is transferred from the agent to the printer, Xerox® Workplace Cloud charges for that job. It is the responsibility of the user to confirm that a print device is compatible with Xerox® Workplace Cloud. It is strongly recommended that you use a trial account or download the Xerox® Global Print Driver to test the compatibility of your devices.

Job Did Not Print With Correct Font

Documents containing custom or non-standard fonts may not print as expected because the font is not available to the Xerox® Workplace Cloud. For example, in order for Microsoft Office documents to print as expected, the fonts used in the document need to be default Microsoft Office fonts and must be supported by the target printer. To ensure your documents print as expected, replace any non-standard fonts with fonts that are supported by the:

- application used for creating the document
- printer model you have selected


Job Printed 2-Sided Instead of 1-Sided

The administrator can set the **Print Control Policy** to print all Xerox® Workplace Cloud jobs 2-sided.

 **Note:** Also, the administrator can set the Print Rules configurations to print all Workplace Cloud jobs 2-sided.

Job Printed in Black and White Instead of Color

The administrator can set the **Print Control Policy** to print all Xerox® Workplace Cloud jobs in black and white. Users can see only the print settings allowed by the administrator.

 **Note:** Even if the administrator allows color printing, the job can still print in black and white if a default was set at the printer that prohibits color printing. The Print Rules configurations can be set to print all Workplace Cloud jobs in black and white.

Unable to Select Color Printing

The administrator can set the **Print Control Policy** to print all Xerox® Workplace Cloud jobs in black and white. Users only see the color option if allowed by the administrator.

Printer is Requesting for Paper to be Loaded When it

can Substitute

The paper substitution feature depends on information received from the printer. Some printers do not supply the required tray information for Xerox® Workplace Cloud to substitute a loaded paper size.

Paper substitution is not available when printing through print queues because the paper tray information cannot be determined.

The user may have selected Original File Size or a specific paper size for the print job.

Small Page Range Selection Does Not Reduce My Data Charges

Even if you select a small page range to print from a large document, the entire document is uploaded to the Cloud. From there the selected print options are applied and the document is sent for printing.



Note: Selecting a small page range to print from a large document does not save data charges.

@PrintByXerox Print Job Does Not Print

If you can release a job from the @PrintByXerox app but it does not print, check the job status of the printer. You may have missing resources, such as paper or supplies.

@PrintByXerox App Does Not Work or Displays an Error

Ask your system administrator to check the MFP settings.

Authentication Issues

User Interface Gives me a Message that MFP is not Set Up for Card Authentication

Please contact your system administrator to verify that Card Authentication is set up.

I am not Prompted to Swipe My ID Badge

Please contact your system administrator to verify that Card Authentication is set up.

I Get an Error Message When I Swipe my ID Badge

Please contact your system administrator to verify that your ID badge is registered and the Card Authentication setup is correct.

Nothing Happens When I Swipe my ID Badge

Please contact your system administrator to verify that card is registered and the Card Authentication setup is correct.

