

HERE IT COMES TO SAVE THE DAY!



WEB2PRINT

user guide

2023 version VII.2.4-I

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Chapter 1: Introduction

Welcome to Web2Print

Web2Print is an online tool for ordering printed documents and other items from Marin County printing services. You can place orders for files that you upload from your computer, or for items that you pick from a Catalog.

This short guide will tell you the basics of using **Web2Print**: how to log in, how to upload your own files or pick other items to order, and then how to place your order with printing services.

What do I want to order?

After logging in to **Web2Print**, there are a few different ways to get items into your shopping Cart to order. If you don't see a particular option that's described here, give the print shop a call and we can assist you with your order.

**The Printing Service Team is always here to assist you
if you have any questions please give us a call**

415-473-637

Using Online Help

If you need assistance at any time when you're using **Web2Print**, just click the **Help** link, which is found at the top of each page.

This opens up the help for the page you're on, either in a new window or a new tab of your browser, depending on how you have your browser configured.

- Navigate to other topics using the side menu.
- Search for information by typing one or more search keywords into the search bar, and then clicking the **Search** button.

Search Tips

Tip 1: use double quotes to search for an exact string

`"account codes"`



Tip 2: use AND / OR with multiple search keywords

- Use *AND* (or simply a space) between search keywords to find topics containing all search keywords, anywhere in the topic (the words don't have to be next to each other).
- Use *OR* between search keywords to find topics containing either search keyword, anywhere in the topic.

`account AND codes`

`account codes` (same as using AND)

`account OR codes`

- Click the  **Expand All / Collapse All** button at the top of a topic to expand (show) or collapse (hide) all text hidden beneath clickable toggler links in the topic.
- Click the  **Print** button at the top of a topic to print that topic, or use your standard operating system and browser commands (such as **File | Print, Ctrl+P**, or **Command+P**, depending on your browser and whether you are on Windows or Mac)

**The Printing Service Team is always here to assist you
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Chapter 2: Logging In and Out

Log in / Log out

You can access the **Web2Print** system using the usual links.

Internal County employees will access through the HUB here:

<https://marincounty.sharepoint.com/sites/intranet/pw/SitePages/Pi.aspx>

External users can access through the Public Works website here:

<https://publicworks.marincounty.org/printing-services/>

The first time you log in you will be asked to create an account. You will need to complete all of the required fields and then submit your request.

Once your account is created:

External users will receive an email with your User ID and a link that you can use to set your password.

Internal County employees will be taken directly to the ordering page

User ID and password tips

- Internal County Employees will use Single-Sign-On (SSO) authentication, your **Web2Print** User ID and password will be your County User ID and password.
- External users will create their own ID's and passwords
- User IDs and passwords are case-sensitive.
- Do not use a password that you also use to protect personal, confidential information.
- If your password has expired, you'll be asked for a new password as soon as you log in.
- You can change your password on your **My Account** page (this function won't be available for County Employees, your password will follow standard County procedures, and **Web2Print** will have your updated passwords).

- **External users** If you forget your **Web2Print** password, you can request that the system send you an email with a link to reset. Your existing password won't be reset until you actually complete the password reset process, so if you remember your password and decide you don't want to reset it, you can simply ignore the password reset email.

Log in Internal County Users

Follow the usual links and the system will know you.


External Users

Follow your usual links, type your User ID and password, and then click **Log In**.

Log out

Click **Log out** in the title bar at the top of any page. You are automatically logged out if there is no activity on your screen for a time (default: 30 minutes).

What happens to my cart if I log out?

Items in your cart will remain until you either remove  **“trash”** them, or until you place the order, even after you log out. This feature will allow you to build an order over time. You may also choose to **“start a new cart”** and save or delete the items already in your cart.

Chapter 3: Ordering Items and Placing Orders

Ordering Items Using the Ordering Home Page

The Ordering Home page is displayed when you first log in to **Web2Print**. This page is where you'll start when you want to add items to your Cart.

Uploading new files to your Cart

Uploading one or more new files is one way to add items to your Cart. There are several ways that you can select files to upload.

Home | My Account | Help | Logout

COUNTY OF MARIN

click inside this bar anytime to return home

Orders | Manage Files | CART [1]

Search for Items
Entire Catalog
Search Text
Search

User Tools
[Getting Started](#)
[View Order History](#)
[Manage Uploaded Files](#)
[Reorder Uploaded Files](#)
[Manage Account](#)

Upload a File
Drag files here or [click to browse](#)

Upload Wide Format
Drag files here or [click to browse](#)

Need Help?
Contact us with questions, issues, and helpful suggestions
[Get Help Now >](#)

Order Name Plates
Order personalized name plates

Order Business Cards
Order personalized business cards

Order a Special Item
Order custom prints from hardcopy, CD, flash drive, etc

Order Envelopes
Order personalized envelopes

Promotional Items
Order promotional items

Upload one or more files from your desktop by selecting them from a folder

1. On the Ordering Home page, click anywhere on the **“Upload a File or Upload Wide Format”** tiles (or use the **Click to Browse** link).


The Open or Choose File dialog box is displayed, filtered to show only file types that are accepted for upload.

2. Navigate to the folder containing the file(s) you want.
3. Select one or more files in the folder.

(Use standard selection methods for your computer to select multiple files (for example, shift-click and ctrl-click).

4. Click **Open** to upload the selected files.

The Cart page is displayed after the files have been uploaded.

You will be required to name your Order. We recommend a name that will allow you to identify it easily in the future. You will be able to change the cart name at any time using the pencil 

5. If you want to upload more files (for example, from a different folder), click **“Continue Shopping”** at the bottom of the Cart page, then repeat steps 1-4.

Upload one or more files from your desktop using drag and drop

1. Navigate to the folder containing the file(s) you want.
2. Select one or more files in the folder.

Use standard selection methods for your computer to select multiple files (for example, shift-click and ctrl-click).

3. Drag the files to the Ordering Home page, and drop them anywhere on the **“Upload a File or Upload Wide Format”** tiles.

The Cart page is displayed after the files have been uploaded and you will be required to name your order.

4. If you want to upload more files (for example, from a different folder), click **“Continue Shopping”** on the Cart page, then repeat steps 1-3.

Adding Catalog items or items from My Files to your Cart

You can add items to your Cart from the **Catalog** or from your **Files**.

1. The **Catalog** contains items that are already uploaded and configured. You will find Business cards, Envelopes, name plates and some promotional items in these catalogs. The Catalog items may have a fixed price or use a price tier (pricing varies according to the quantity ordered).


We are continuously adding to these catalogs, If there is an item you need that you do not find in these catalogs please contact Printing Services, we will be happy to add your item.

2. **My Files** are your own files that you've previously uploaded and are found in your order history and in your uploaded files.

How to Add items to your Cart from the Catalog or from My Files

1. You can use the **“Search”** for Items area on the Ordering Home page. You can also go to your **“Order History”** or to **“Reorder uploaded Files”** . You will select the item, chose the Qty and **“Add to Cart”**. Once inside the cart you will be able to make changes if necessary using the **“preivew/change options”** button.
2. Add more items to your Cart if desired. Click the **“Continue Shopping”** link at the bottom of the cart page or click inside the top white bar to see files in another Catalog or folder.
3. When done adding items, click the **“Cart”** link in the upper right to display the Cart page.

How to manage your folders and files

- 1 You can use the **“Manage Uploaded Files”** or the **“Reorder uploaded Files”** options.
- 2 All files will begin in the **“default”** folder. You can use the **“Create Folder”** button in the upper right to create a new folder and give it a name.
- 3 To move files from the **“default”** folder into your new folder, start by opening the **“default”** folder. To the right of each item you will see a drop down menu called **“Folder”**. Use the dropdown to select the folder you would like to move that item into.
- 4 Scroll to the bottom of the page and hit the **“Save”** button.
- 5 Your file will now be moved.
- 6 You can always rename these folders using the pencil  .



Manage My Folders

Find items to edit by selecting a folder or searching all folders.
You may also create new folders, or set a default folder where files uploaded to your cart are stored.

View Trash **Create Folder**

Item Search

Search

[Show Advanced Search Criteria](#)

Rows Per Page 100

Sort By Item A-Z

Folder	Default	Delete	Items
default	<input checked="" type="radio"/>		14
	<input type="radio"/>		1

[1-2] of [2]

Save

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PREA English.pdf

Folder default



Pariani.pdf

Folder default



PbLogocolor.PNG

Folder **default**
Bob
Erica
default
hello
not training



RVC-Graduation-Certificate2.pdf

Folder default

[1-100] of [150] [101-150]

Save


Special Order items

You can add a special order item to your Cart. You'll use this option when you do not have a file that can be uploaded.

Examples of special order documents or items include:

- Hard-copy documents that you will deliver to the print center (for copying, scanning, archiving, etc.).
- Files on a CD/ flash drive or other external storage media that you will deliver to the print center.
- Files that will be sent via email
- Files that will be delivered directly to the printer from IST
- Orders that are not yet included in any catalogue

Add a special order item to your Cart

- Click the Special Orders tile section on the Ordering Home page.
- A new special order item is added to your Cart, and the Cart page is displayed, you will be required to name your cart. We recommend you name your Special order item, you can do so using the pencil. 
- You will need to specify number of **“Pages”**. You are required to enter at least one (Printing Services can make any necessary corrections to this number)
- Select a **“Source”** for how Printing Services will receive the artwork.
- Select a **“Requested Action”**.
- You will be able to enter any **“Item instructions”**.
- You will also be able to use **“Preview/Change options”** to make specific printing requests.
- When finished, you will need to **“approve for printing”** by checking the box

Item 3



Special Order Item

Proof not available

Pages **Please Specify**

Click the link to enter the number of pages in your document and then select print options to calculate a price.

Source

Please select the source for your item. Provide additional information in the item instructions below.

Requested Action

Please select the requested action for your item.

Item Instructions **Please Specify**

Click to enter any details necessary to fulfill this special order item that will persist when you reorder this item.

Your Selected Print Options

Print B/W, 1-Sided, None, Scale Down Only



[Preview / Change Options](#)

Please approve this document for printing:

I have viewed the proof and preview (when available) and approve the document for printing.

Enter special instructions for this item.

check this box for questions before production

+

How do I select print options for my items... and... how much will this cost?


Once you add items to your Cart, you can select what you want us to do with each item using the **“Preview/Change Options”** link. For example, for print items, you can select options such as 2-sided or single-sided printing, paper colors, black and white or color printing for the whole document or for specific pages, binding, tabs, and so forth.

There's also a real-time preview which is updated as you pick various options, so you'll see exactly how your file will look once it's printed.


The options are endless, and you'll be able to select from any of the services that we offer (although the system won't let you pick options that don't make sense, such as stapling for a 1-page document).


As you select your options, the price for the item is updated immediately, and is visible in the upper right, under “Unit Price” and in “Order Estimate” on your cart page. You're in complete control, and you can adjust the print and delivery options as needed to fall within your budget.


Please be sure to check the box and **“approve the document for printing”** you will not be able to check out if you do not do so. You may check the box for **“questions before production”** and use the **“Special instructions”** link to communicate with Printing Services before your job is put into production.

Order name test 

Order Estimate **\$668.96**

Item 1  [Replace File](#) [Continue Shopping](#)




2nd edition of The Spire 5 1 .pdf 
31 Pages
8.50x11.00 Inches

Click the image to review the proof.
Select your print options, then click Preview to review this item prior to ordering.

Unit Price **\$6.69**

Quantity

Your Selected Print Options

 [Preview / Change Options](#)

Print **Color, 2-Sided, #20 White Bond 8.5x11, Scale Down Only**

Binding **Comb Binding / Comb Bind 8.5x11**

Covers **Front - #67 Vellum White 8.5x11, Blank Cover**
Back - #67 Vellum White 8.5x11, Blank Cover


Exceptions [1 \(details\)](#)

Please approve this document for printing:


I have viewed the proof and preview (when available) and approve the document for printing.

[Enter special instructions for this item.](#) check this box for questions before production

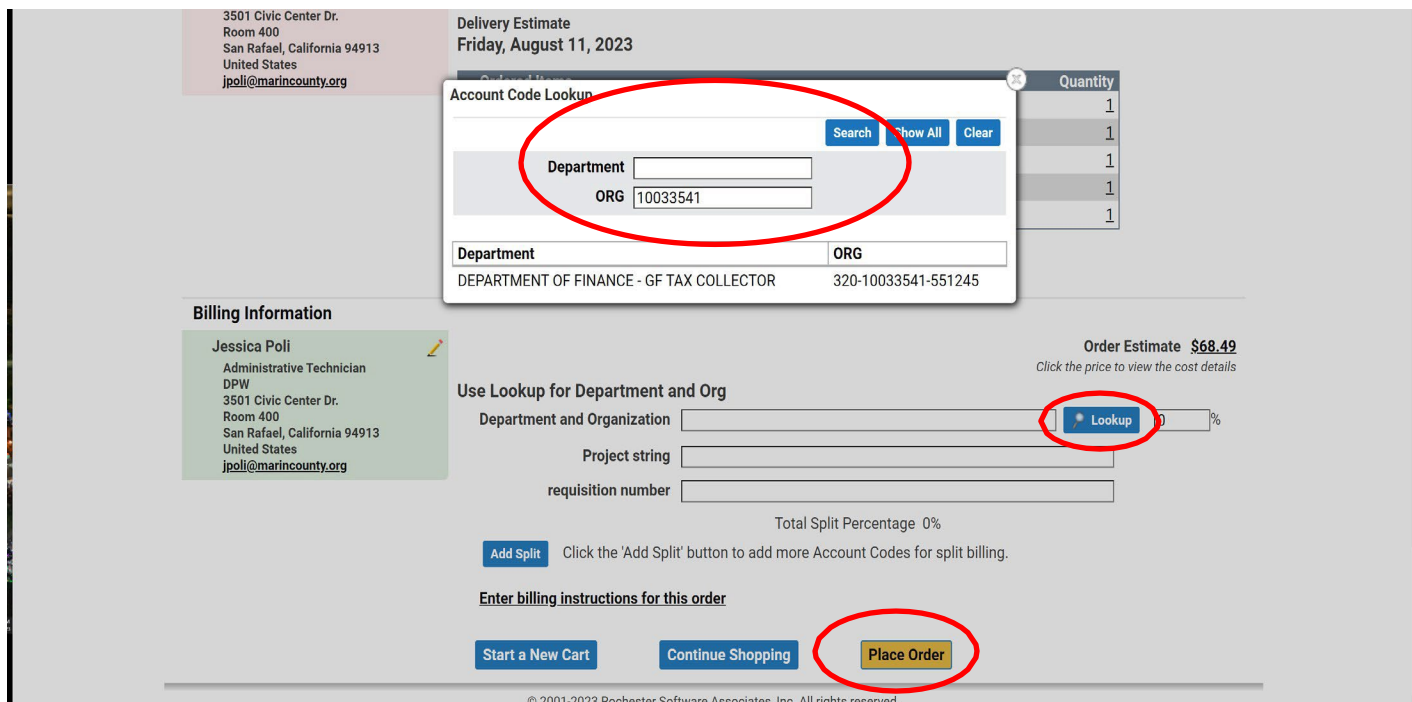
Who's going to get the stuff that I'm ordering?

You'll also select people to receive your order. Usually, it's *you* receiving your order. You can choose who will receive the order and change that information with each individual order. This can be done through the **“My Account”** feature for overall changes or for individual orders using the pencil  feature in the **“shipping”** category.

Who's paying for it all?

Internal County employees are required to enter the Department and Org number. You will do this using the blue **“Lookup”**  feature, then enter your Org number and use the blue **“Search”** button. We do not recommend you type in your **“Department”** the naming conventions are not consistent and you may not find what you are looking for. Once the department pops up select it. Some departments require a project string and/or a requisition number. These are not required fields for printing services, but may be required by your department's accounting team, please check with them for the correct information to complete your order.

External County employees will not see the Billing Fields. You will need to insure that the contact information on your **“my Account”** page is correct. County Collections will send your bill to you and you may arrange payment with them.



The screenshot displays a web application interface with several key sections:

- Top Left:** Address and contact information for Jessica Poli: 3501 Civic Center Dr., Room 400, San Rafael, California 94913, United States, jpoli@marincounty.org.
- Top Center:** Delivery Estimate: Friday, August 11, 2023.
- Top Right:** A table with a 'Quantity' column showing values of 1.
- Center:** An 'Account Code Lookup' modal window. It features a search bar, a 'Search' button, and a 'Show All' button. Below the search bar, there are input fields for 'Department' and 'ORG' (containing '10033541'). A table below the modal shows search results for 'DEPARTMENT OF FINANCE - GF TAX COLLECTOR' with 'ORG' '320-10033541-551245'.
- Bottom Left:** 'Billing Information' section for Jessica Poli, Administrative Technician, DPW, with the same address and contact info as the top left.
- Bottom Center:** 'Use Lookup for Department and Org' section. It includes input fields for 'Department and Organization', 'Project string', and 'requisition number'. A blue 'Lookup' button is circled in red. Below these fields, it shows 'Total Split Percentage 0%' and an 'Add Split' button with instructions: 'Click the 'Add Split' button to add more Account Codes for split billing.'
- Bottom Right:** 'Order Estimate \$68.49' with a link to 'Click the price to view the cost details'.
- Bottom:** Three buttons: 'Start a New Cart', 'Continue Shopping', and 'Place Order' (circled in red).
- Footer:** Copyright notice: © 2001-2023 Rochester Software Associates, Inc. All rights reserved.

When will I get my stuff?

Once you click “**Place Order**” on the Cart page, everything gets sent to the print center.

You can choose to have an order receipt emailed, you will make this choice on the “**My Account**” page.

Select your desired “**Turnaround time**” and “**Shipping Method**”. Deliveries are done on Tuesday’s and Thursday’s only. The system will estimate your delivery date based on your selections and the next available delivery date. If there are any special instructions use the “**Shipping instructions**” link.

Shipping Information Add Address

Turnaround time Standard - 5 days or more Note: Service Level selection may impact your order cost.

Jessica Poli
Administrative Technician
Marin County
DPW
536 Vina Rose Dr.
Petaluma, Ca., California 94954
United States
jpoli@marincounty.org

✎ Select a Shipping Method
Hold for pickup Open 7:30am-3:30pm M-Thurs 7:30am-noon on Friday

Delivery Estimate
Monday, August 14, 2023

Ordered Items	Quantity
1 2nd edition of The Spire 5.1 .pdf	100

Enter shipping instructions for this recipient


Start a New CartContinue ShoppingPlace Order

Using the Cart page

Overview: Use the Cart page to place an order

1. If desired, provide an optional name for your order using the Pencil option.
2. Click the **“Preview/Change Options”** link to configure the Print Options for each item in the order.
3. Click **“Continue Shopping”** to add more items to your Cart if desired.
4. Select the desired ship date or service level for your order.
5. Select quantities and the shipping method .
6. Review Billing Information (External customers will not see the billing function of the cart page)
7. Click **“Place Order”** to place your order. it is submitted to the print center for processing.
8. You **must approve** all items for printing or you will not be allowed to place your order.

A few tips

1. Review your order carefully on the Cart page before clicking the **“Place Order”** button at the bottom of the cart page.
2. You can always cancel an unsubmitted order by using the  **“Trash”** can in the top right of your order, or by using **“Start a New Cart”** at the bottom of the cart page.
3. After you place the order, the Order Submitted page is displayed. You can print this page as an order receipt if desired or you can have the order receipt send to your email; you can set this up in **“My Account”**.
4. **If you have any questions, or if you need to make any changes once you have placed an order call Printing services, we can make adjustments and changes on our side.**

Save your Cart without placing an order

Web2Print automatically saves changes you make on the Cart page (such as print options, quantities, ship date, etc).

Your Cart, with all saved items and selections, is available at any time by clicking the **“Cart”** link at the right of the blue bar on the Ordering page.

You can start a new Cart by clicking **“Start a New Cart”** at the bottom of the page.

You have the option to save your current Cart. If you save your current Cart, your order will be available in **“Manage Uploaded Files”** on the order page

If you do not save your current Cart the order in progress is canceled.

We encourage all of our customers to have fun. Sign on to the **Web2Print** website and walk around, upload a file and see all of the different things you can do. You do not have to complete or place your order. You can trash everything and start again.

Web2Print is a living system with regular updates. If there is a function that you do not see let us know and we will add it to our wish list for the developers. If there is an item you would like to order and you do not see it, let us know. If we can add it to the system we will. We welcome all of your input and feedback, together we will create the best possible system for all of our needs.

If you have any questions about this system, please do not hesitate to give us a call, we are here to assist you.

And Remember
If you can Dream it
We can Print it



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