

How to Request a Refund


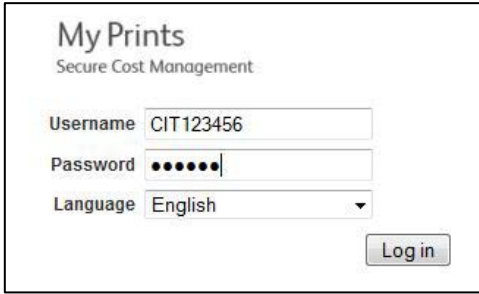
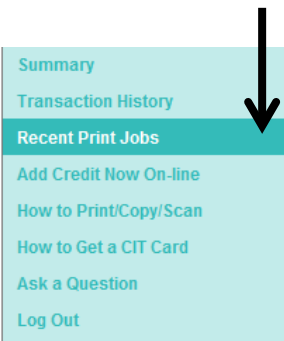
Introduction

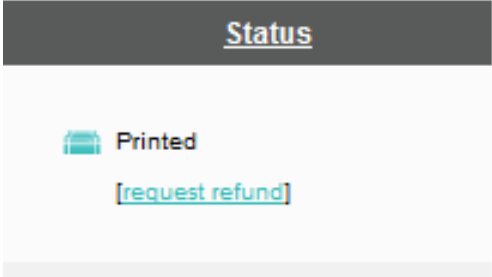
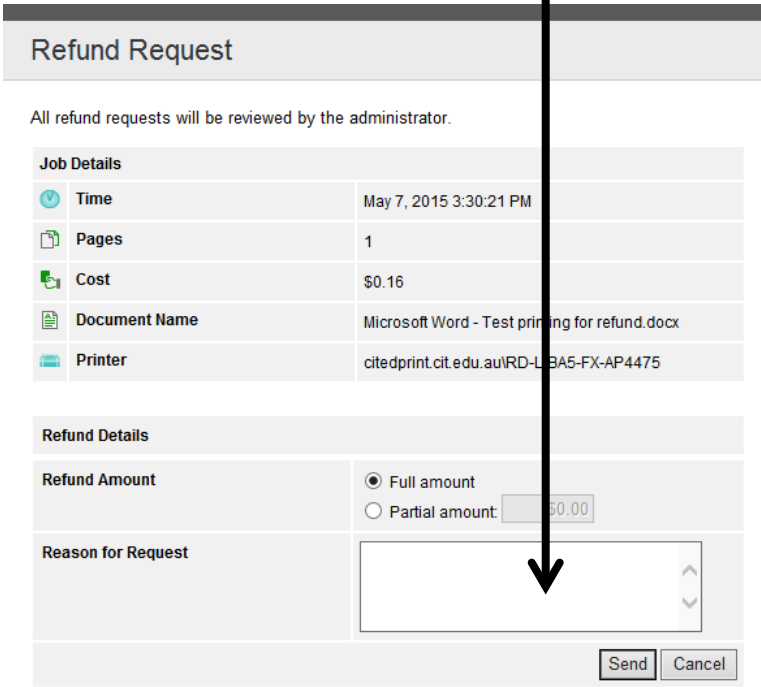
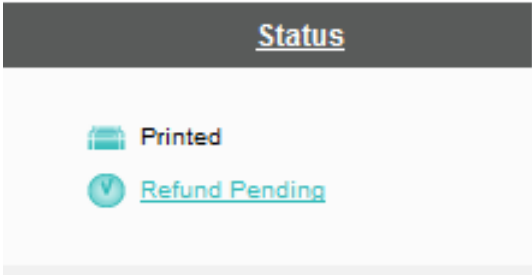
Students can apply for refunds for printing at the Recent Print Jobs page using their CIT MyPrints login. The CIT MyPrints application can only be accessed from CIT computers.

IMPORTANT: There are no refunds for user error. Please read the print copy scan instructions on the CIT website or ask CIT Staff for assistance before printing.

How to request a refund for print jobs

Follow these steps to view status of recent print jobs and request a refund:

Step	Action
1	Click on CIT MyPrints User Balance icon on the CIT desktop 
2	Login using your Student CIT Number (e.g. CIT123456) and password .  Note: If you have forgotten your password, go to cit.edu.au/passwords
3	Click on Recent Print Jobs in menu. 

<p>4</p>	<p>Click on request refund link under print job status.</p> 
<p>5</p>	<p>Write the reason for requesting the refund</p> 
<p>6</p>	<p>Click the Send button at the bottom of the page.</p>
<p>7</p>	<p>Refund pending will display in print job status information.</p> 
<p>8</p>	<p>CIT MyPrints Administrator will review application for refund and respond to your request.</p>