Dear HPS Colleagues,

We hope you have been enjoying the use of PaperCut, Hartford Public Schools’ online Printshop ticketing system. The online ticketing system allows the Printshop team to better manage, track, and respond to requests for printing services. All printing requests must be submitted using the PaperCut Online Ticketing System, which allows you to choose what product you would like, upload your images, select your specifications, and add a due date. The system will also track the cost of the products, which will allow for ongoing monitoring, analysis, and appropriate future budget allocations.

To access the PaperCut Ticketing System, click [here](#). To log in, use your Hartford Public Schools login credentials.

You can view a video tutorial for how to use the system [here](#). Below are some important notes regarding the system:

- You must be on the HPS network to use the PaperCut system
- For each project, you must upload your project document. JPG, PNG, PDF, and Word files are all acceptable formats. You can attach multiple files to one order if they all have the same print specifications
- Be sure to select the number of copies and the number of pages that are in color or grayscale. NOTE: if any part of your project is printing in color, you must also select “color” under the “color” tab
- If you select “other” for any of the options, you can place that information in “additional instructions” at the bottom of the form

The Printshop maintains the below regular delivery schedule to all schools and HPS office locations. Use this calendar to ensure your projects are being submitted with enough time for the Printshop to complete before your delivery day. Please consider that most projects require at least two business days for completion, with larger projects taking additional time.

<table>
<thead>
<tr>
<th>Location</th>
<th>Delivery and Pick-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Schools</td>
<td>Twice each week, between Tuesday and Friday</td>
</tr>
<tr>
<td>Buildings &amp; Grounds and Food &amp; Nutrition</td>
<td>Twice each week, between Tuesday and Friday</td>
</tr>
<tr>
<td>Central Office</td>
<td>Monday - Friday afternoons</td>
</tr>
</tbody>
</table>
Delivery dates can be based on the volume of your print job. Schools and Central Office will be informed if delivery will take longer than 5 days.

If you need a finished project before your next scheduled delivery date, you are welcome to pick it up at the Printshop located at 26 - 40 Wawarme Avenue, Monday - Friday, 8:00 AM - 5:00 PM.

If you have any questions about the PaperCut system please contact Communications@hartfordschools.org. All other questions regarding Printshop services can be sent to Printshop@hartfordschools.org.

Sincerely,

HPS Communications