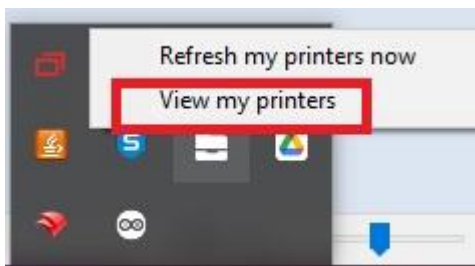
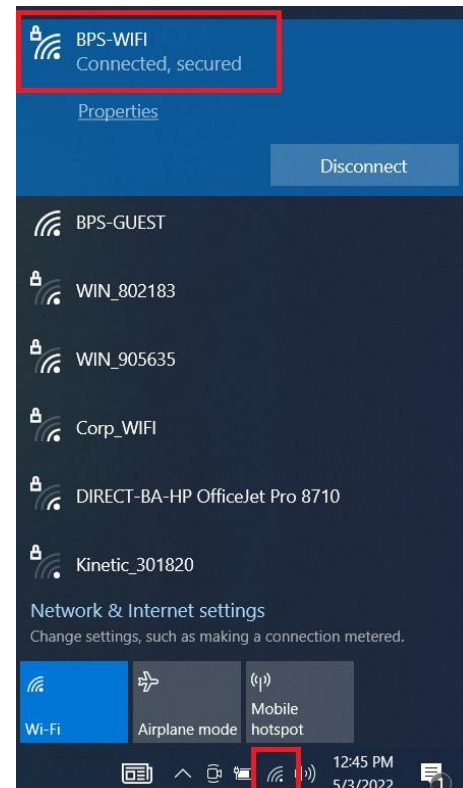


Printers - Troubleshooting

If you can not see your FollowMe_BW or FollowMe_Color Printers, here are some easy tips to try:

- Be sure you are connected to the BPS-WIFI. Printing does not work if you are connected to the Guest wireless network.
 - In your system tray on the lower right, select the wireless icon. Be sure you select the correct wifi.
- FollowMe Printer access is based on your Google Account. Sometimes the connection get lost. This happens to all of us from time to time.
 - In the System tray, select the Arrow Up Icon
 - Click on the Printer Icon
 - Choose View my Printers



- If the printers are NOT installed, it will ask you to sign in to load the printer. Simply enter your Google Password
- Once they have loaded, you will have access to those printers.
- Restart your computer - That fixes many issues!!

If none of the tricks work, please submit a HelpDesk ticket.

[HELPDESK LINK](#)

