

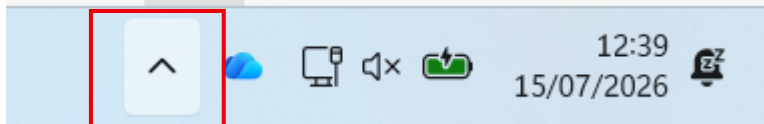
PRINTING – SECURE PRINT (Cloud)

If you are encountering issues with printing, please try the following:

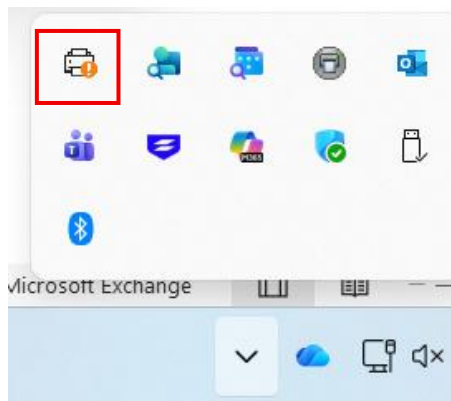
STEP1: Ensure you are logged into SAFEQ Cloud Client correctly

- 1) Ensure that you are logged in the SAFEQ Cloud Client

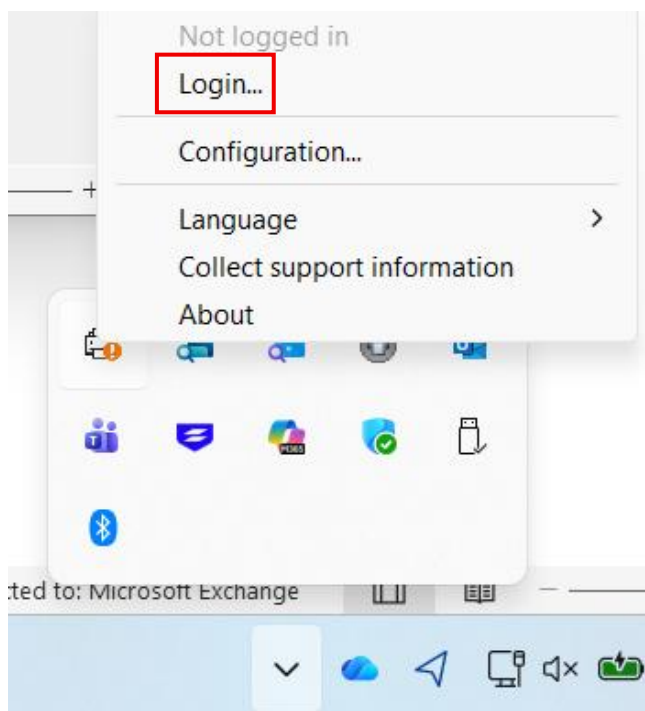
- 2) From the Taskbar right-click on  arrow near the time/date



- 3) If there is a yellow exclamation mark on the printer symbol, then you will need to login to the SAFEQ Cloud Client



- 1) Right click on the Printer icon & Select the Logon.. option



- 2) When the SAFEQ Client logon appears use the LOGON VIA MICROSOFT ENTRA ID option.



WELCOME!

NEXT

OR



LOGIN VIA MICROSOFT ENTRA ID

English



- 3) Click your account and you should get the green correct mark on the SAFEQ Client

PRINTING APP READY



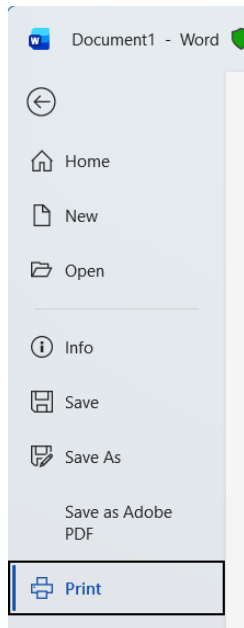
You are successfully logged in to YSoft SAFEQ Cloud Client.
You may now close this browser tab.

STEP2, Continued on next page

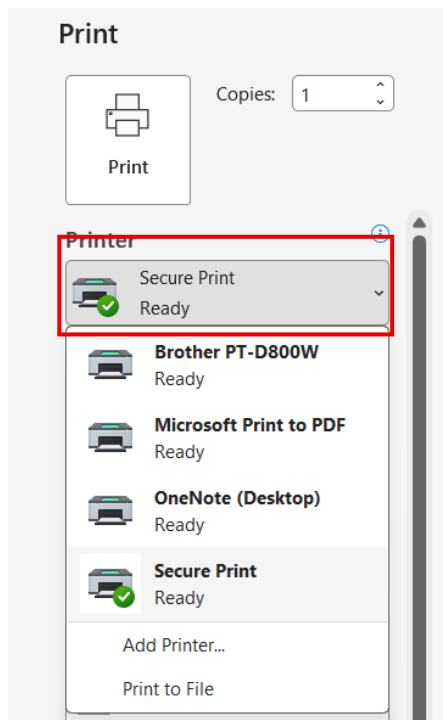
STEP2: Ensure that secure print is selected from the application that your printing from.

In this example Microsoft Word is used but these steps should be similar for all applications.

- 1) From the application select File -> Print



- 2) On the Print window, select the Printer drop-down menu and ensure that the “Secure Print” option is selected.



- 3) This should allow you to print your document successfully.

- 4) PLEASE NOTE: Should the behaviour continue to occur the token access or links may need to be refreshed. The most efficient method to this to restart the laptop/desktop.