# Adding the 'SurreyPrint' Print Queue

## Mac OSX (Unsupported Devices)

The information in this guide will assist Mac users who are not on University supported devices connecting to the 'SurreyPrint' service at the University of Surrey.

### � CONNECTING TO 'SURREYPRINT' ON MAC UNSUPPORTED DEVICES

1. **Please make sure you are either connected to GlobalProtect VPN or on the wired network.**

2. **To connect to GlobalProtect** visit vpn.surrey.ac.uk and download the version for your machine

3. Run the installer and install the software.

4. The portal for the app is vpn.surrey.ac.uk

5. Login with your username@surrey.ac.uk (e.g. *ab123545*@surrey.ac.uk) and Connect

6. Please visit this page: http://mobilityprint.surrey.ac.uk:9163/client-setup/known-host/macos.html

7. Click on the Download button to download the SurreyPrint installer.

8. Follow the install process and it should add SurreyPrint to your list of printers.

9. You may be prompted for credentials, make sure you remove your machine name which is there set by default. Type the credentials for SurreyPrint; please use your *username*@surrey.ac.uk (e.g. ab12345@surrey.ac.uk) and password.

10. Print to SurreyPrint as normal.

   If you follow those instructions correctly, the printer will work. If it does not work, an issue has been made while installing, and you need to remove the printer and its credentials in keychains and start again.

**Need Help?** Contact the IT Service Desk by calling 01483 689898, live chat via the IT pages on MySurrey or by emailing itservicedesk@surrey.ac.uk.