# Frequently Asked Questions

· **Is there instructions to read?**
  *Yes, visit https://goo.gl/tFBRH6*

. **How many emails can I send per day?**
  *200 emails.*

· **How many attachments can I add to an email?**
  *20 attachments.*

· **For how long will my files stay in my queue before removed from the system?**
  *12 hours.*

· **What kind of files can I print?**
  *Microsoft Word, Excel, PowerPoint, Images, PDFs, Text (CSV, RTF & TXT)*

· **Where can I go to release my printouts?**
  *I building 200, Powdermaker Hall 210, Rosenthal Library 2nd Floor (for black and white only) and Student Union L52 (for black and white and color)*

· **Can I send emails from my Yahoo, Gmail, or Hotmail email address?**
  *For security reasons, only your office 365 (QMAIL) can be used to send emails.*

· **How do I get to my Qmail?**
  *Visit https://login.microsoftonline.com. Login with your CUNYFirst username@qmail.cuny.edu and your CUNYfirst password.*

· **What are the charges to print?**
  *Black and white letter size is $0.05 per sheet.*
  *Color letter size is $0.10 per printed page.*

· **How do I send printouts from my mobile devices?**
  *Attach a document to an email using your Qmail account and send to qcprintbw@qc.cuny.edu for black and white or qcprintcolor@qc.cuny.edu for color. You can also open a web browser and enter https://qcprint.qc.cuny.edu/myprintcenter login with your QC username and password.*

. **Is there a mobile application I can download?**
  *For Apple IOS devices, visit the Apple Store and download the **Pharos Print** Application free of charge.*
  *For Android devices, visit the Google Play Store and download the **Pharos Print** Application free of charge.*
  *Note: To use the mobile applications, your files must be stored in your Google drive, iCloud drive, Mydrive, or in your mobile device. Once you select the file to print, either choose share or open and select the Pharos Print App.*

· **What is the server name and port number to use in my mobile device app?**
 *Server: qcprint.qc.cuny.edu    Port#: 443*

. **How do I get help if I have any issues?**
 *Ask the Lab Assistant on duty for help with releasing your document. If it is a login issue or issue with your email or accessing the QC Mobile print site, contact the Help Desk at 718-997-4444.*