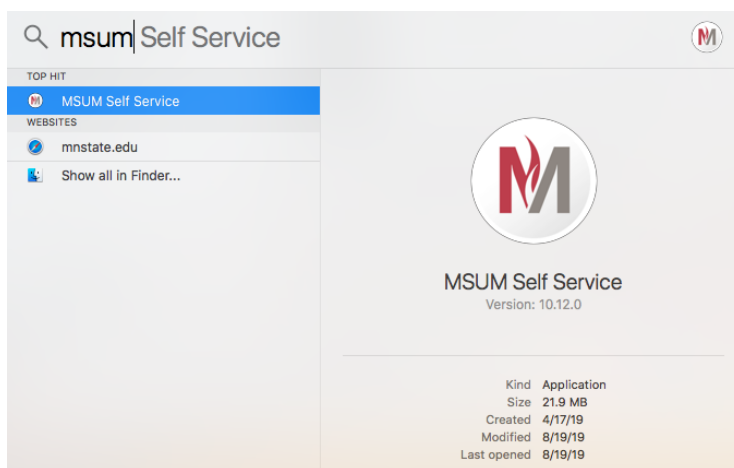
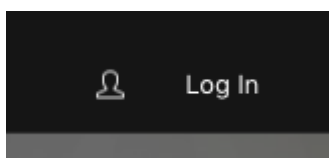


Topic: How to fix printing on a Mac when a print job is stuck in queue or you receive an error saying Hold for authentication

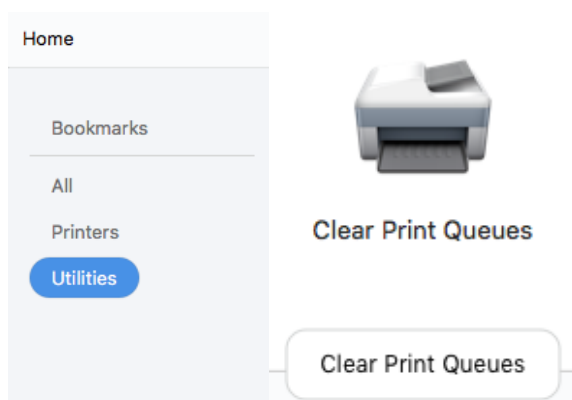
1. Click on finder (magnifying glass in upper right corner of the mac screen) and type in MSUM Self Service. Run this program by clicking on it.



2. Login to the program using your StarID credentials. Login button is in the upper right corner.

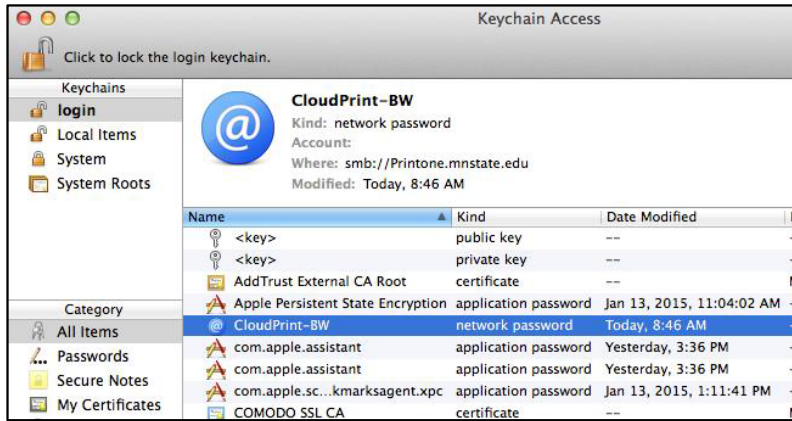


3. Click on "Utilities" and then use the "Clear Print Queues" utility to clear the queues as a job stuck in the queue may be causing the issue. Try to print again, if it fails then move on to the next step.



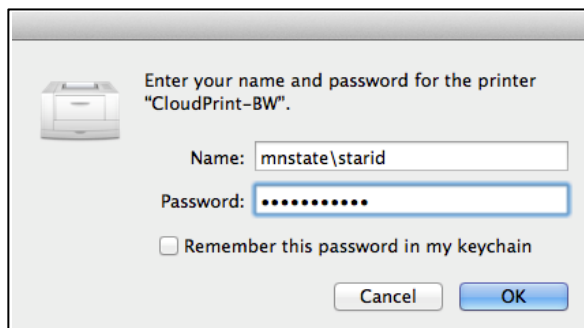
4. Find the magnifying glass on the menu bar and then type Keychain Access in the search field.

5. Double click the Keychain Access icon and then find and remove any saved passwords that pertain to printing. As you can see from the example below, the printer CloudPrint-BW includes network password in the second column. You can highlight the lines that pertain to your printing and use the delete key on your keyboard. You will also be asked to confirm the deletion.



6. You can close the keychain access and proceed to resume print. You will be prompted to enter your StarID username and password. You will need to prefix your StarID with mnstate\ which is shown in the example below. You can check the box to remember this password in my keychain which will add your username and password back to your keychain.

** Note: if you are still not able to print, check your keychain again and/or restart your computer. If you are a student worker you may not have been given access to this printer and would need your supervisor to submit a request for this access



For More Information

Please contact Information Technology Services at support@mnstate.edu or 218.477.2603 if you have questions about this material.