



## Connect to a Network or Shared Printer

### About

*Updated 07/28/2002.*

These steps show how to connect to a network or shared printer.

**Please note that Microsoft now requires Windows 10 users to enter administrator credentials when installing a printer.**

**Please contact the ITS Help Desk to receive assistance from a technician with printer installation when prompted for credentials in [Step 3](#).**

For further assistance, please contact the [ITS Help Desk](#).

## Step 1 – From Start menu, navigate to the Print Network Share

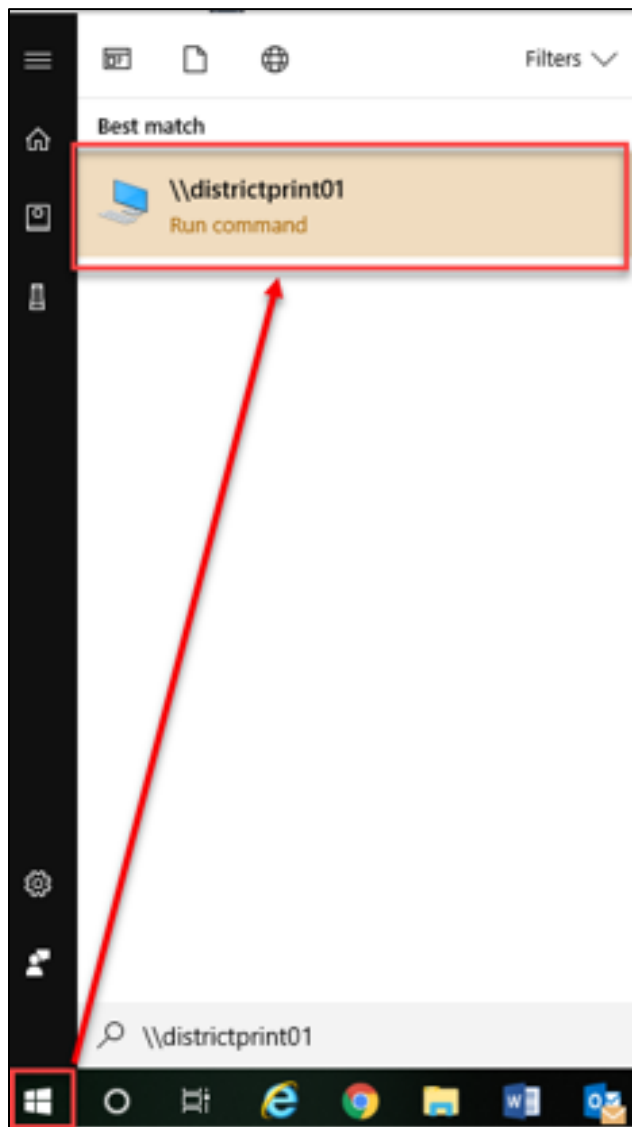
To connect to a network printer, first select the **Start menu icon**.

**Then, start typing the appropriate location as shown, and select to open the Print Network Share location that appears:**

[\\sacprint01](#) for Santa Ana College (SAC), Centennial Education Center (CEC) and Digital Media Center (DMC).

[\\sccprint01](#) for Santiago Canyon College (SCC) / Orange Education Center (OEC).

[\\districtprint01](#) for District Office.

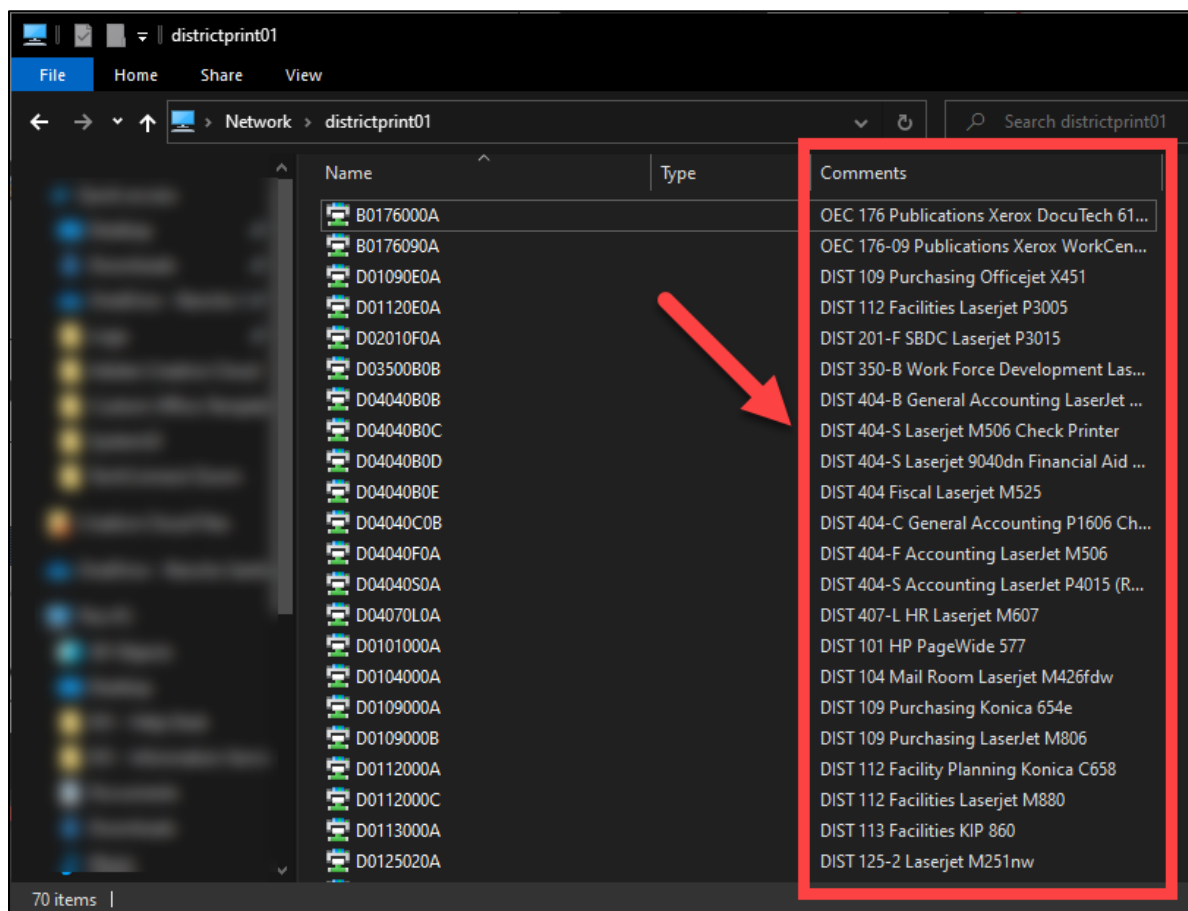
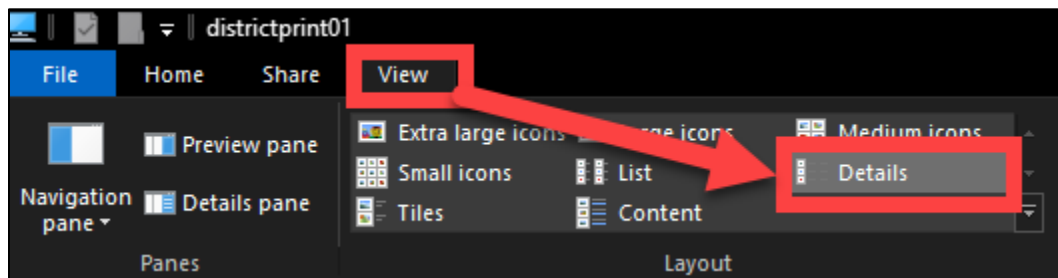


## Step 2 – Select View tab > Details, then look under Comments for the list of Printers

Once the Print Network Share has opened in File Explorer, select **View tab > Details**.

**In File Explorer, the Comments column will appear.**

This shows the building, room number, department, and printer models available for the location you are browsing.



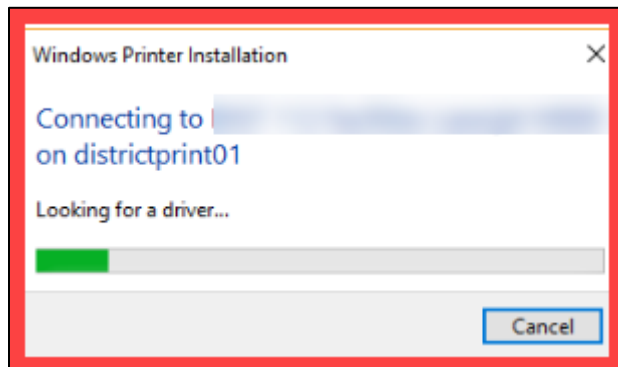
### Step 3 – Select the printer you want to install, and wait for the drivers to install

Find and then select the printer you want to connect to.



**At this stage, you may be prompted for administrator credentials. If so please contact the [ITS Help Desk](#) so they can help you with installing the printer.**

After administrator credentials have been provided, the printer driver will start installing the drivers needed, and take a few minutes to complete.

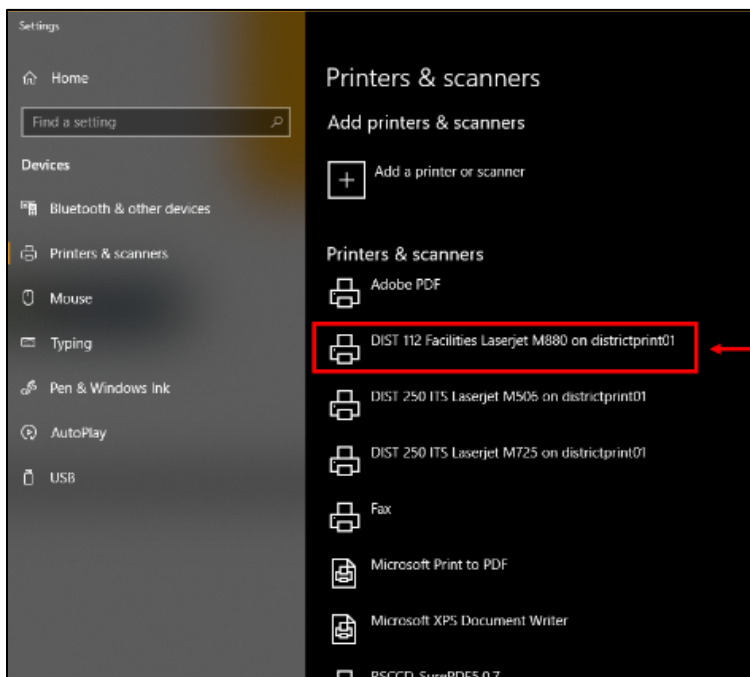
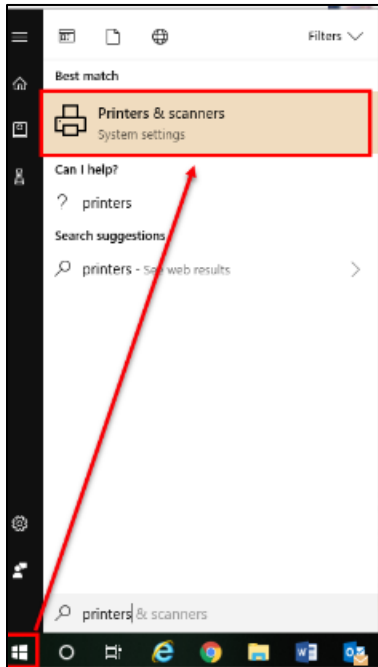


## Step 4 – After the printer is installed, verify the installation under Printers & scanners list in System Settings.

Once the drivers have been installed, verify the printer has been added.

Select the **Start button**, then search for **Printers & scanners**.

**Verify the printer appears in the Printers & Scanners list.**



## Troubleshooting problems

### Troubleshooting sign-in problems

- Use the [Password Reset page](#) if you've forgotten your password, or need to retrieve your username.
- Use the [Change Password page](#) to create a new password.
- Read the [Single Sign-On FAQs page](#) for other sign in issues.

### Contact the ITS Help Desk

- Website: <https://webhelpdesk.rsccd.edu>
- Phone: **714-564-4357 Extension 0**
- Email: [helpdesk@rsccd.edu](mailto:helpdesk@rsccd.edu)

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