Pflugerville ISD
Copy Center

Frequently Asked
Copy Center Questions

1. Can I access the Copy Center site from outside the campus?
   - Yes. The Copy Center site is available 24/7, 365 days a year from either your campus or off campus on your computer or mobile phone. Simply go to https://copycenter.pfisd.net/

2. Can I submit files other than PDF to the Copy Center?
   - PDFs are the only accepted file type. If you have a different file type, open the document and go to print, then select Copy Center Printer. Our site will automatically convert the document to PDF.

3. Can I change the quantity for an order once I have submitted the order?
   - No. Once an order has been submitted, it is automatically sent to our print queue and waits to be printed. If you need additional copies, submit another order for the remaining amount.

4. Why can't I see the coiling option on my order?
   - We require a minimum of 20 single-sided pages or 39 double-sided pages to coil an order. If you have below this amount the option is not available. Please also note that we do not print any coil orders from August 1st through Sept 18th due to high print volume.

5. Can I cancel an order once it has been submitted?
   - Yes and no. If the order has already been printed, whether or not it has been scanned complete, we cannot cancel the order. If you call us before the order has been printed, we can cancel it, but our automated system sends orders directly to printers, so you must act quickly.

6. I switched campuses and it still shows my previous campus under my shipping information, how do I change it?
   - This information is controlled by the district wide active directory, so once your information changes in the directory, it will change over on our site as well. Until then, you will have to change the information in the cart by clicking on the pencil next to your name. This will have to be done on each order. You can also put a note in the special instructions section.

7. What is the difference between collated and uncollated?
   - Collated refers to pages that are in order (1,2,3,4,5) and is usually stapled or bound
   - Uncollated refers to a separated quantity of each individual page (1111, 2222, 3333).
   - The system default is collated

8. How do I know my order has been placed?
   - After clicking the **Place Order** button, a new page will come up that says order submitted. You should also get an email from the Copy Center that gives you an order number and details form the order.

9. Can I pick my order up at the Copy Center?
   - You must select **Hold for Pickup** at checkout before ordering. We collect orders for each campus throughout the day and your order may already be binned, therefore we will not allow pickups unless it is stated on the ticket.