Key Operator

A Key Operator is a College staff member in each area/office, who is assigned to monitor the resident MFD/printers. Calling for service, replenishing toner and paper, and clearing paper jams are delegated to these staff members.

If you do not know who the Key Operator of a printer is, or if the Key Operator for a printer ever changes, please contact the Print Optimization Officer, Andrew Dolan, at dolana@algonquincollege.com.

How to order paper:

Key Operators will order and refill paper on an as-required basis for staff use.

1. Email Shipping & Receiving (Central_S_R@algonquincollege.com) and provide size and quantity of paper needed, and what room to deliver it to.

How to order staples:

Key Operators will order and refill staples on an as-required basis for staff use. (Note: not all printers have stapling capability.)

1. Email ITS Helpdesk (5555@algonquincollege.com) and provide the eight digit Konica Minolta ID number (see example below) for the printer. You must also supply your department budget code. Your department will be invoiced for the staples.

Toner and waste boxes:

Key Operators will replace toner and waste boxes when prompted by the printer.

No action is required to order toner or waste boxes. Konica Minolta automatically sends a replacement once a threshold on the printer is reached. Toner and waste boxes are delivered to the Key Operator by Shipping & Receiving.

Used toner and waste boxes should be returned to Shipping & Receiving for recycling.

If you have any questions about toner or waste boxes, please contact the Print Optimization Officer, Andrew Dolan, at dolana@algonquincollege.com.

How to request service or repairs:

Key Operators will request service if there is a problem with the printer that is more complex than can be reasonably, or safely, solved on their own.

1. Email ITS Helpdesk (5555@algonquincollege.com) and provide the eight digit Konica Minolta ID number (see example below) for the printer, the room location, and a brief description of the issue.

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How to request a printer relocation or removal:

Key Operators will request all relocations or removals of printers through ITS Helpdesk.

1. Email ITS Helpdesk (5555@algonquincollege.com) and provide the eight digit Konica Minolta ID number (see example below) for the printer, the room location, a brief description of the request, and their contact information.

Konica Minolta ID number:

Each fleet printer has a label on it with an eight digit ID number, sometimes referred to as the "Ops ID number."

If your printer does not have a Konica Minolta ID number on it, please contact the Print Optimization Officer, Andrew Dolan, at dolana@algonquincollege.com.

Example: