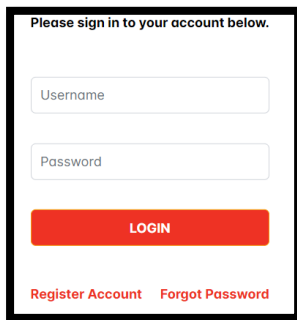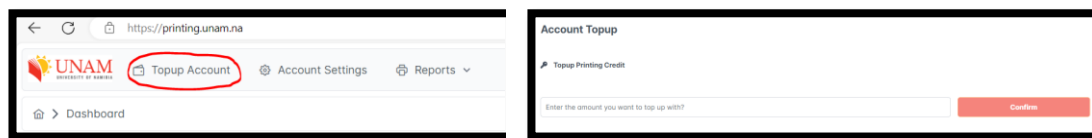**How to Top Up print credit on UNAM Printing Portal**

> The UNAM Printing Portal allows a student to top up credit from bank card, view print job history and access software for printing from own device such as a laptop.

1. To access the UNAM Printing Portal, navigate to this web address: https://printing.uanm.na. Once you access the login page, enter your username [**email address**] and [**password**] and click "**LOGIN**". Remember the email address and password specified when you registered for an account on the printing portal. This is different from your portal credentials.

2. In case you have forgotten your password, click on [**Forgot Password**], enter the email address (*specified during registration*) as the username. You will receive an email with instructions on how to "**Reset your password**". You may need to check your *junk or spam* folder.

3. Once you have logged into your print account, you will see the page below. Click on [**Topup Account**] and an input box to enter **Topup amount** will be presented. Enter amount you intend to top-up and click on [**Confirm**].

4. You will be directed to the "**Paygate payment portal**". Select [**PAYGATE**] as payment type and click on [**Checkout**] to complete your payment information. Once your payment transaction is completed, your will be redirected back to the printing portal. Your print balance will be updated with the amount you specified. In the unlikely event that the transaction does not go through, please email copycentre@inceptus.com.na with supporting detail.

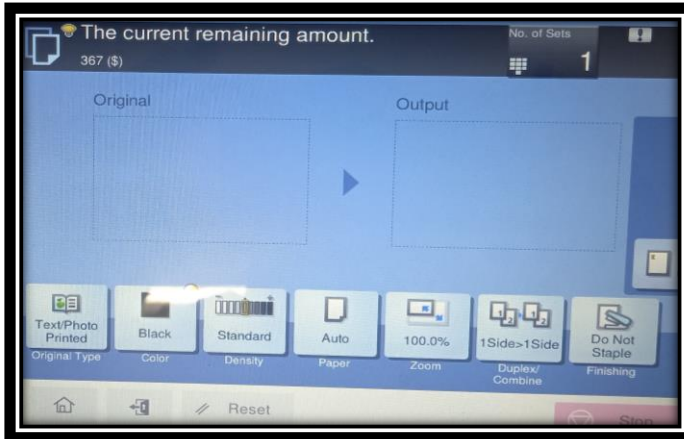**Check your print credit balance from Multi-Function Printers or Printing Portal**

> **You are presented with two (2) ways of checking the balance on your print wallet or account. You either login on any Multi-Function Device (MFD) or Printing Portal**

Method 1 – by logging into any Multi-Function Device (MFD)

1. Login to the Multi-Function Device using your portal credentials.
2. From Home, Tap [Copy]
3. Wait for a few seconds and your balance will display as per graphic below.

Method 2 – via Printing Portal

1. To access the UNAM Printing Portal, navigate to this web address: https://printing.uanm.na. Once you access the login page, enter your username [**email address**] and [**password]** and click "**LOGIN**". Remember the email address and password specified when you registered for an account on the printing portal. This is different from your portal credentials.
2. Once logged in, the printing balance will display together with historical cost of our printing.