



DIVISION OF AGRICULTURE
RESEARCH & EXTENSION

University of Arkansas System

ePrint FAQs

1. **The print on my screen is small and difficult to read. How can I make the text larger on the screen so the reports can be easily read online?**

First, always choose the PDF version when viewing and printing ePrint reports. If you're having trouble viewing the reports on your screen, try using the "Zoom in" tool (*See Example 1 below*). Or, click the Bookmarks tab on the left of your screen (*See Example 2 below*). This will widen the viewing page for the report and zoom in the document. To go back to the Bookmarks just click on the tab. You may also want to try a combination of both the "Zoom in" tool and clicking on the Bookmark tab to make the print larger on your screen.

Example 1:



Example 2:



2. *When I log into ePrint, I receive the error message, "Authorization failed, please try again."*

ePrint displays this error message when an incorrect userid and/or password have been entered while attempting to login to ePrint. ePrint is expecting the same userid and password used when logging into Banner at <https://webforms.uaex.edu>. This will be the password and userid where the userid is typically the first letter of the first name and the last name. It's also the same userid and password used to enter requisitions in WebForms.

If you think you're using the correct password to login to ePrint but are still receiving the "Authorization failed, please try again" error message, double check your password by logging into Webforms at <https://webforms.uaex.edu>. Banner will display the message "invalid username/password; logon denied" if you don't have the correct WebForms userid and password. If you've forgotten your WebForms username or password, contact Yvonne McCool by email in the Information Technology department to have your password reset.

3. *I have logged into ePrint but there is nothing there except the header. Under the header the page is blank.*

If you login to ePrint and only see the header and no reports then your password has expired and it needs to be reset. Contact the IT Department to reset your password. Once your password has been changed, wait approximately 5 minutes before trying to log back into ePrint.

4. *When I log into ePrint, I receive the error message "No reports found"*

This means your profile security is not setup in Banner. Please contact Financial Services and we will make sure you are set up with the appropriate funds and orgs.