

IT Services

12.08.2025

Printing with MyQ



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Installing the MyQ Desktop Client

To access the KLU printers via private computer/notebook, you need to install the MyQ Desktop Client.

You can download the client for Windows and macOS [HERE](#). (**The downloaded file mustn't be renamed!**)

Once downloaded and extracted, you simply start the installation by double-clicking the patch file. We will walk you through the installation process, step by step.



Tutorial for Mac ([Click here](#))



Tutorial for Windows ([Click here](#))



Tutorial for Mobile ([Click here](#))



Tutorial for Library ([Click here](#))



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Printing with MyQ (Mac)



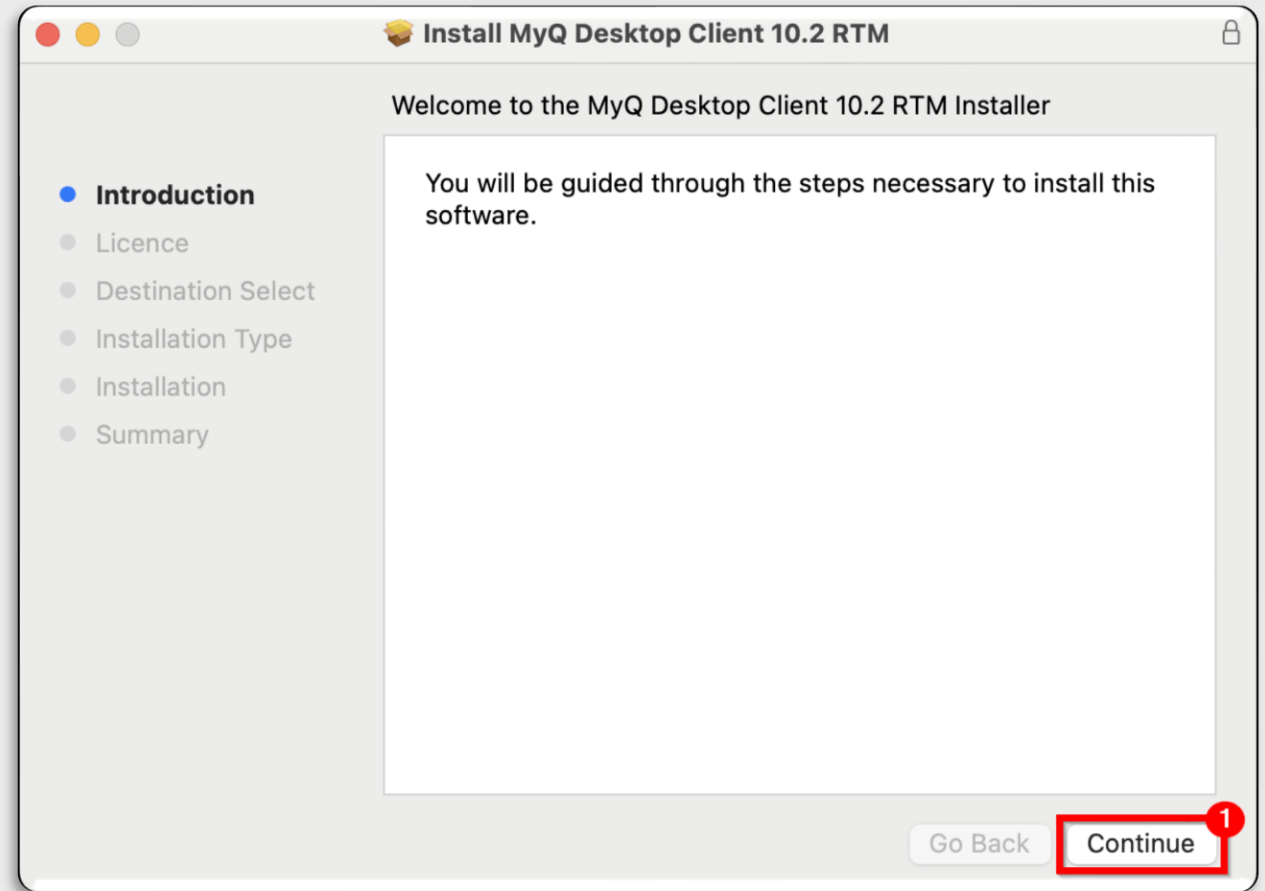
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Installing the MyQ Desktop Client

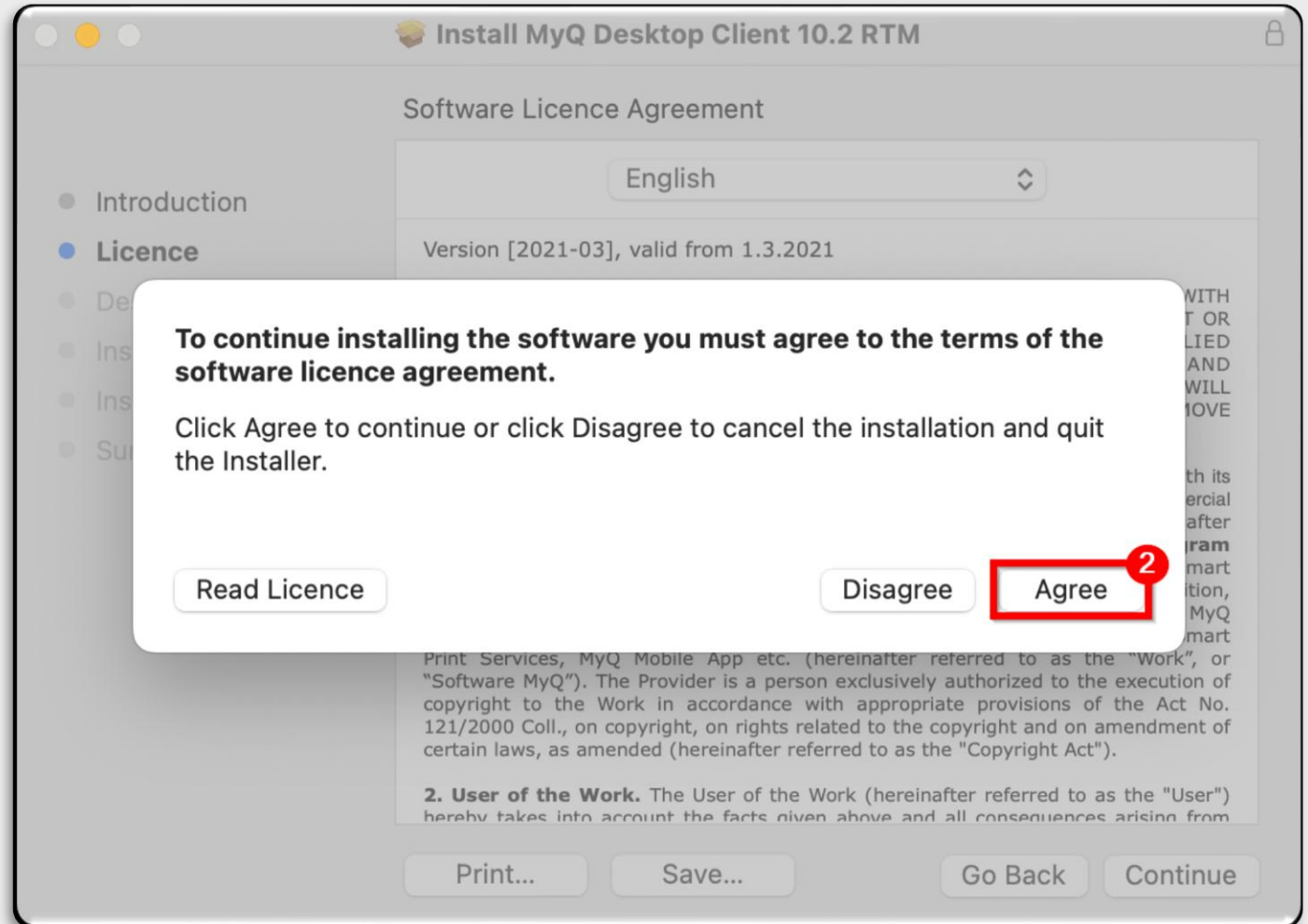
Click “Continue” to get to the next step of the setup.



Installing the MyQ Desktop Client

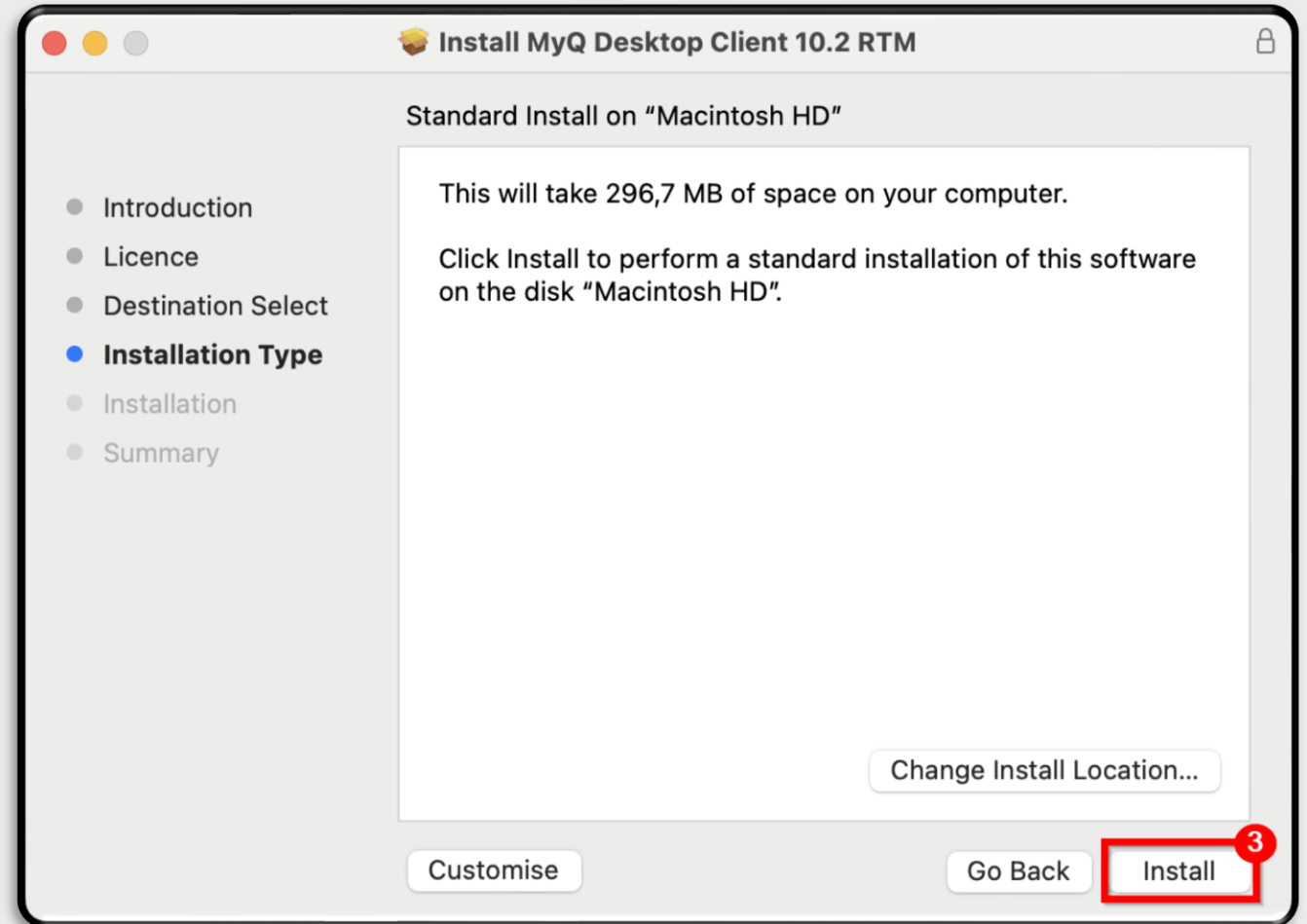
It is necessary to accept the terms in the License Agreement.

Click “Agree” to continue with the setup.



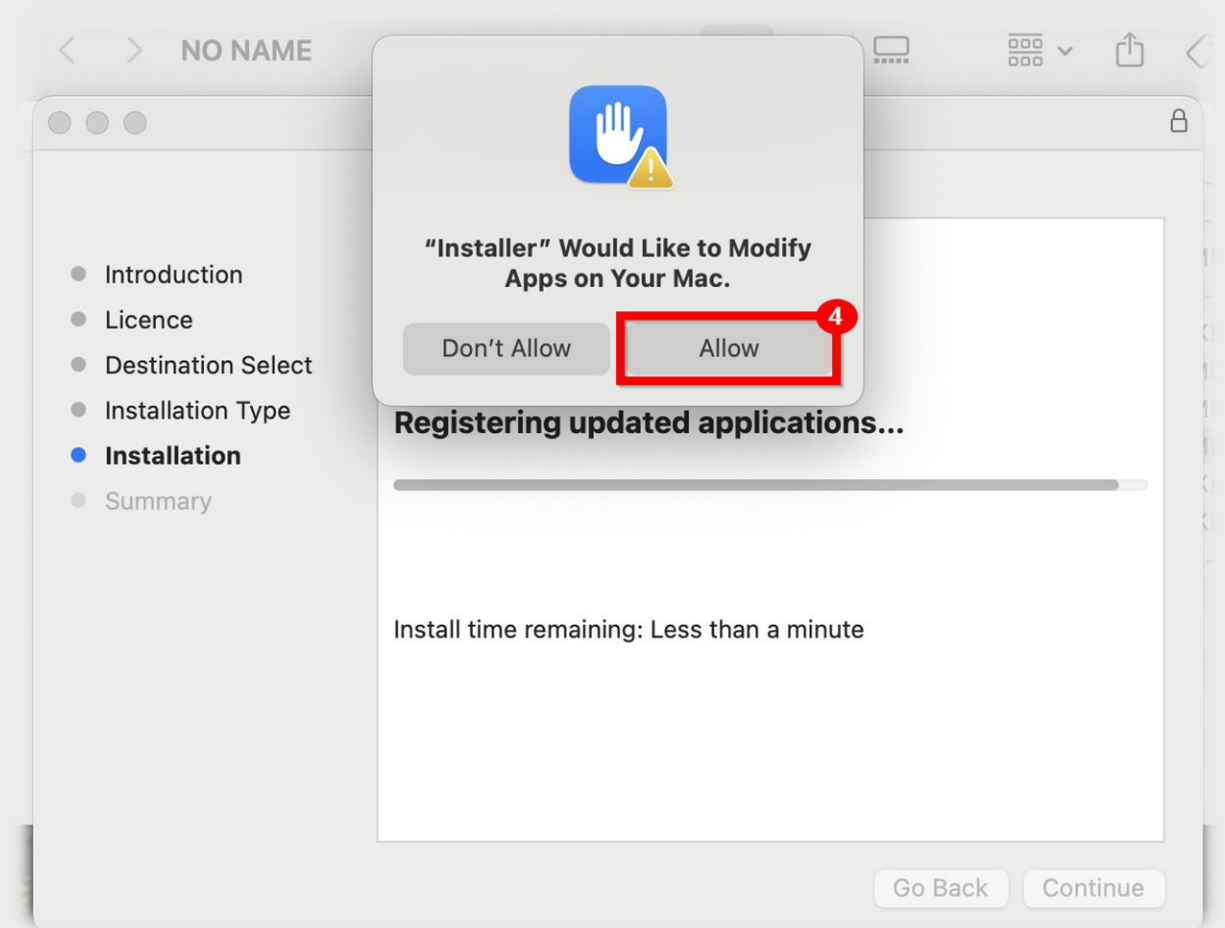
Installing the MyQ Desktop Client

After choosing the location where the MyQ Desktop Client will be installed, you can now finalize your decision to install MyQ by clicking “Install”.



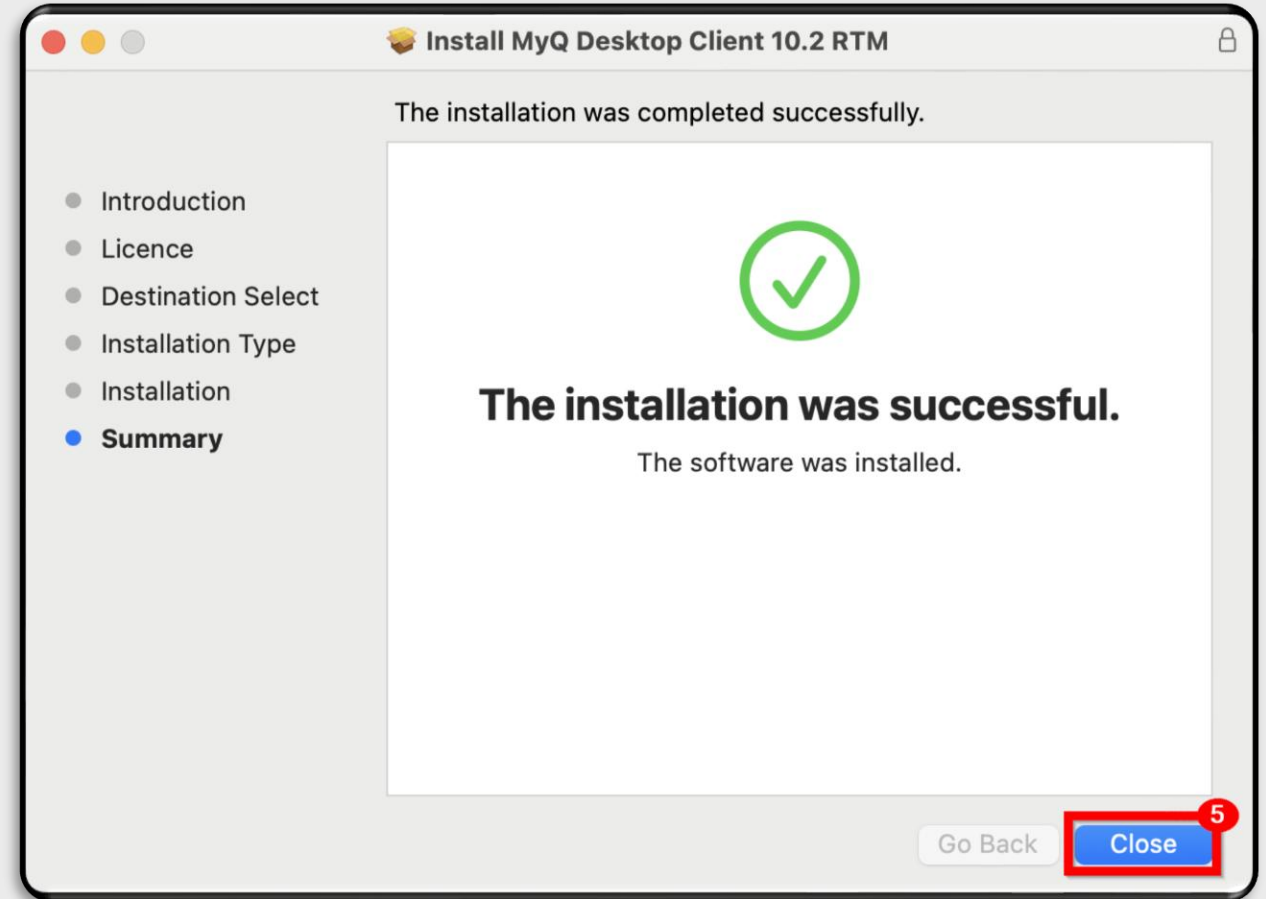
Installing the MyQ Desktop Client

Clicking the “Allow” button is necessary to complete the installation.



Installing the MyQ Desktop Client

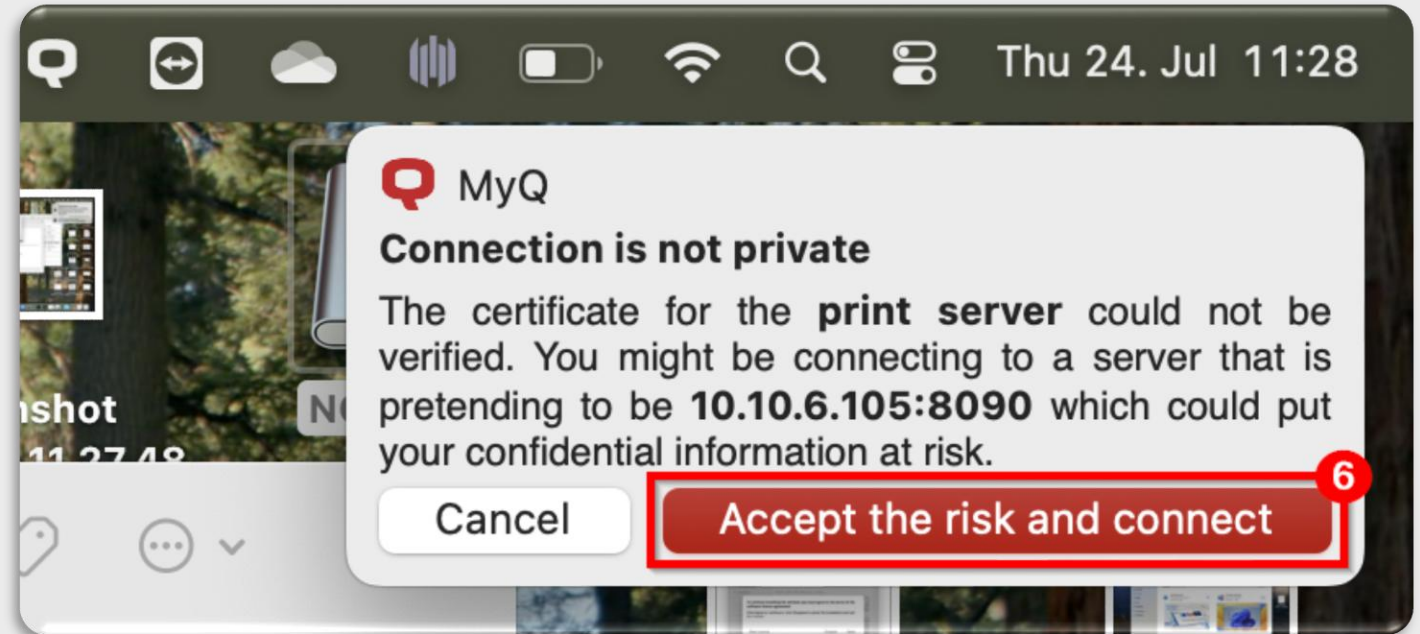
After successfully installing the Desktop Client, you may click „Close“ to close the setup.



Installing the MyQ Desktop Client

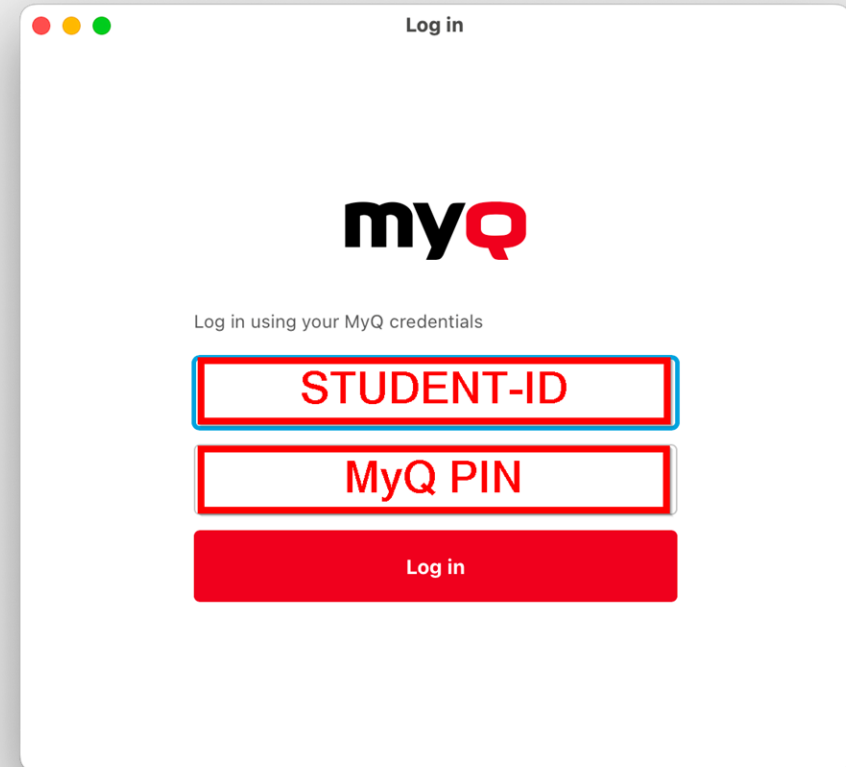
MyQ Desktop Client might notify you about the connection not being private. (If you don't receive this notification, it's still fine)

Since the print server is a KLU trusted resource, you can “**Accept the risk and connect**” to it.



Installing the MyQ Desktop Client

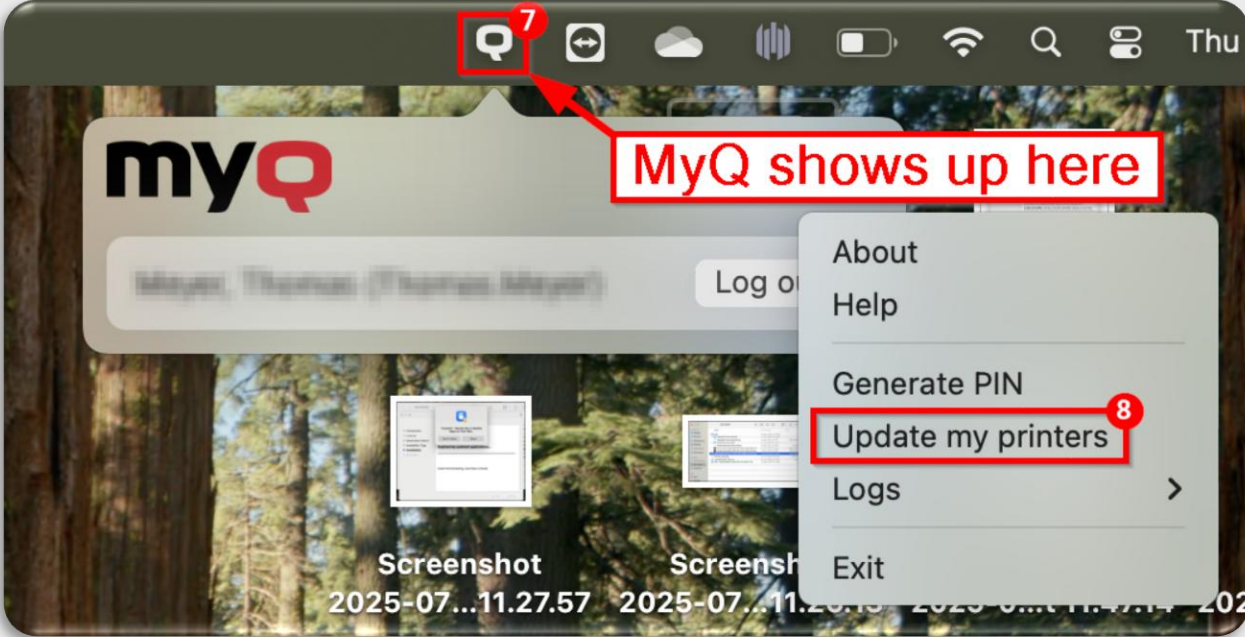
You now need your **Student-ID** and the **MyQ PIN** which has been sent to your student mail account.



The screenshot shows a web browser window titled "Log in". At the top center is the "myQ" logo. Below the logo, the text "Log in using your MyQ credentials" is displayed. There are three input fields: the first is labeled "STUDENT-ID", the second is labeled "MyQ PIN", and the third is a red button labeled "Log in".

Installing the MyQ Desktop Client

You'll find MyQ now in your Status Menu. To make sure you have the latest printer, we recommend you to **“Update my printers”**.

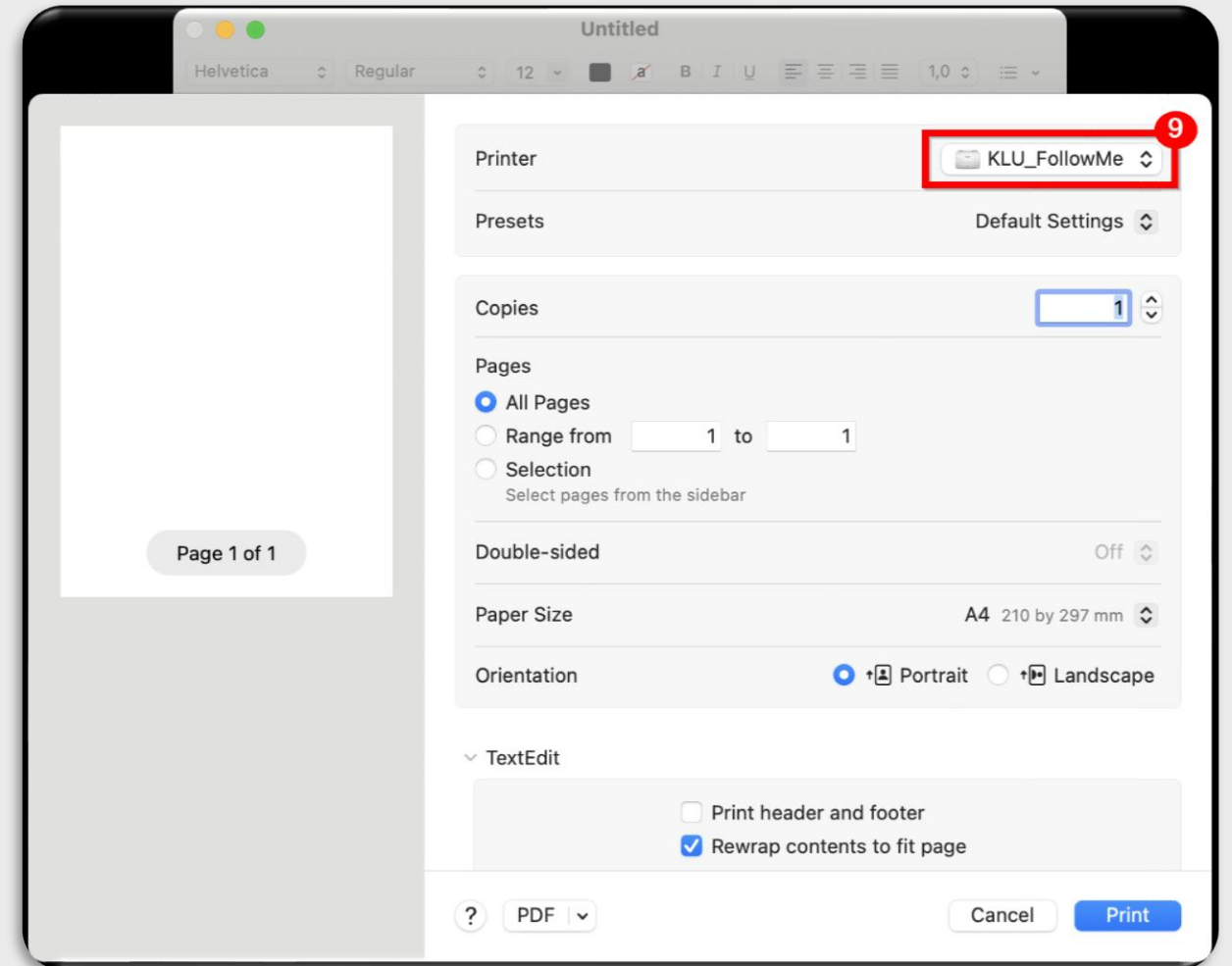


Installing the MyQ Desktop Client

Now that you've installed MyQ and logged in with your Student-ID, you can send print jobs to the printers at KLU.

Make sure to select the printer "KLU_FollowMe" as shown in our screenshot.

If you had trouble installing the printer, please contact us at servicedesk@klu.org.



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Printing with MyQ (Win)



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Installing the MyQ Desktop Client

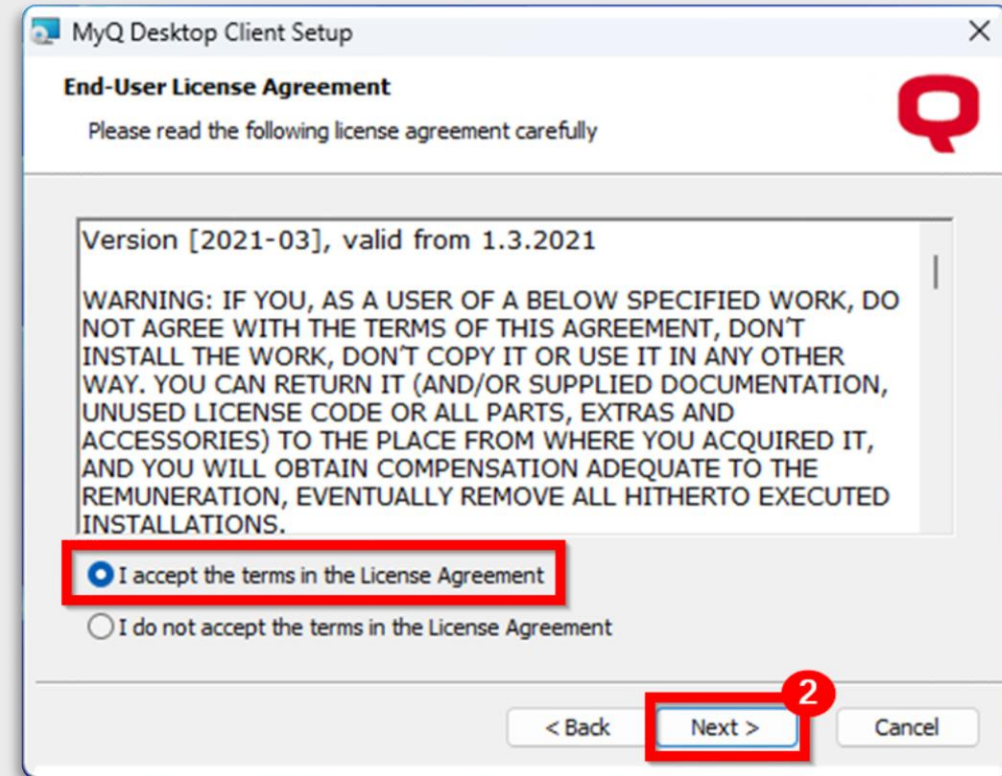
Click “Next” to continue with the setup.



Installing the MyQ Desktop Client

It is necessary to accept the terms in the License Agreement.

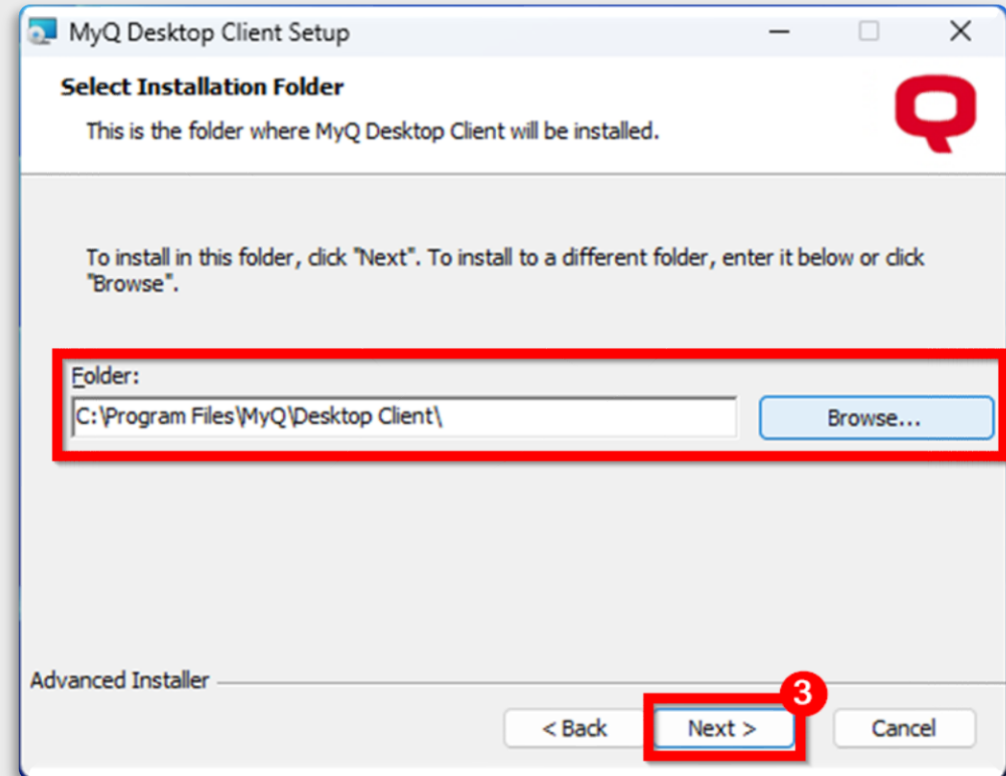
Click “Next” to continue with the setup.



Installing the MyQ Desktop Client

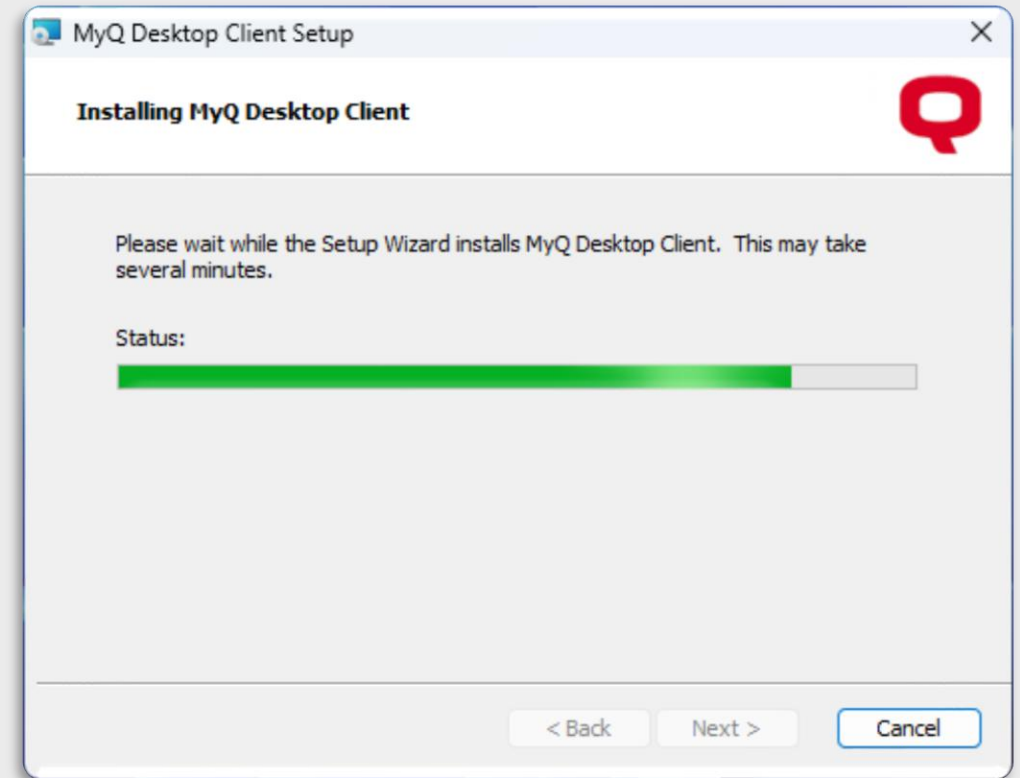
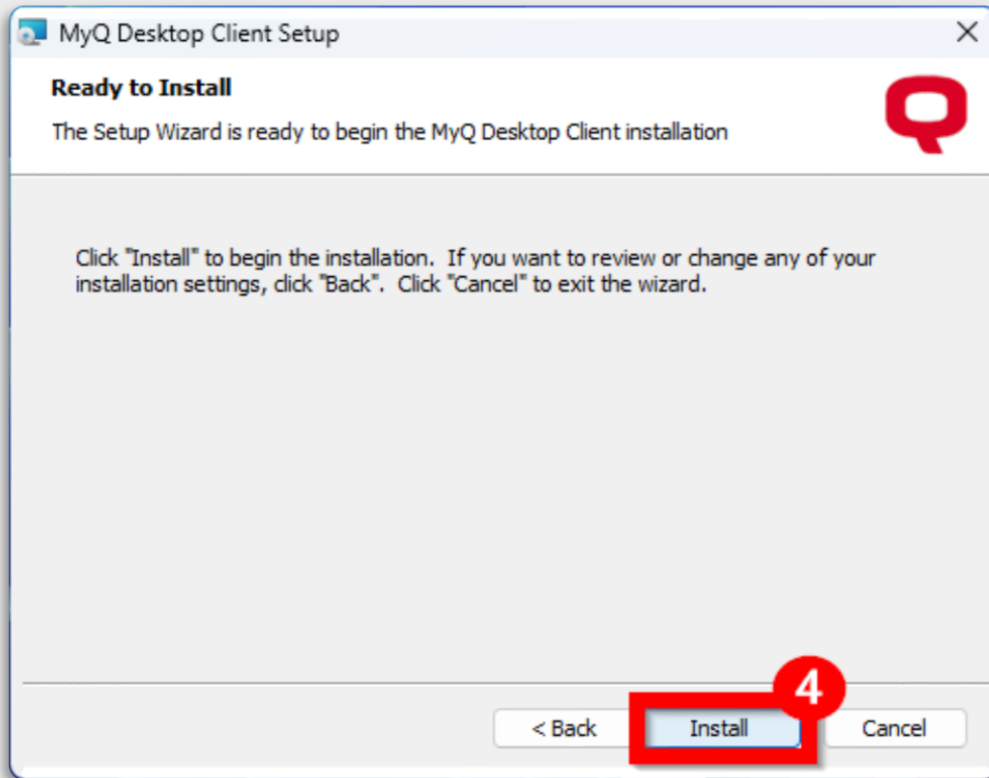
You now have the option to choose the location where the MyQ Desktop Client will be installed. (You may go with the default settings displayed in the screenshot if the location doesn't matter)

Click **“Next”** to continue.



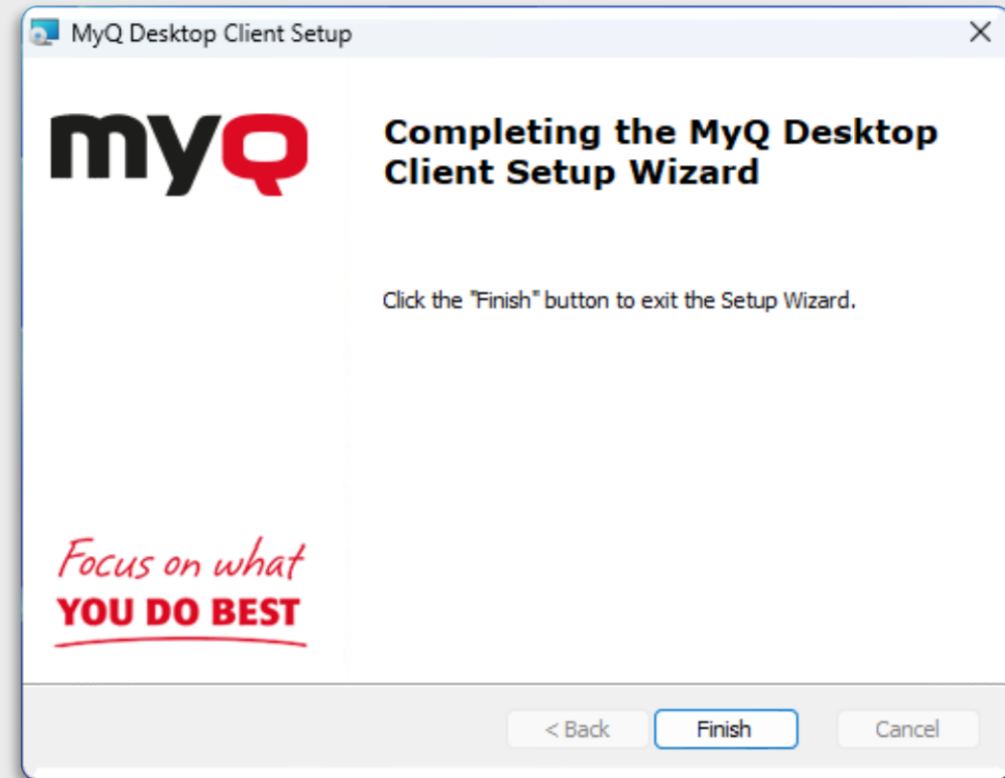
Installing the MyQ Desktop Client

Clicking the “Install” button will start the installation.



Installing the MyQ Desktop Client

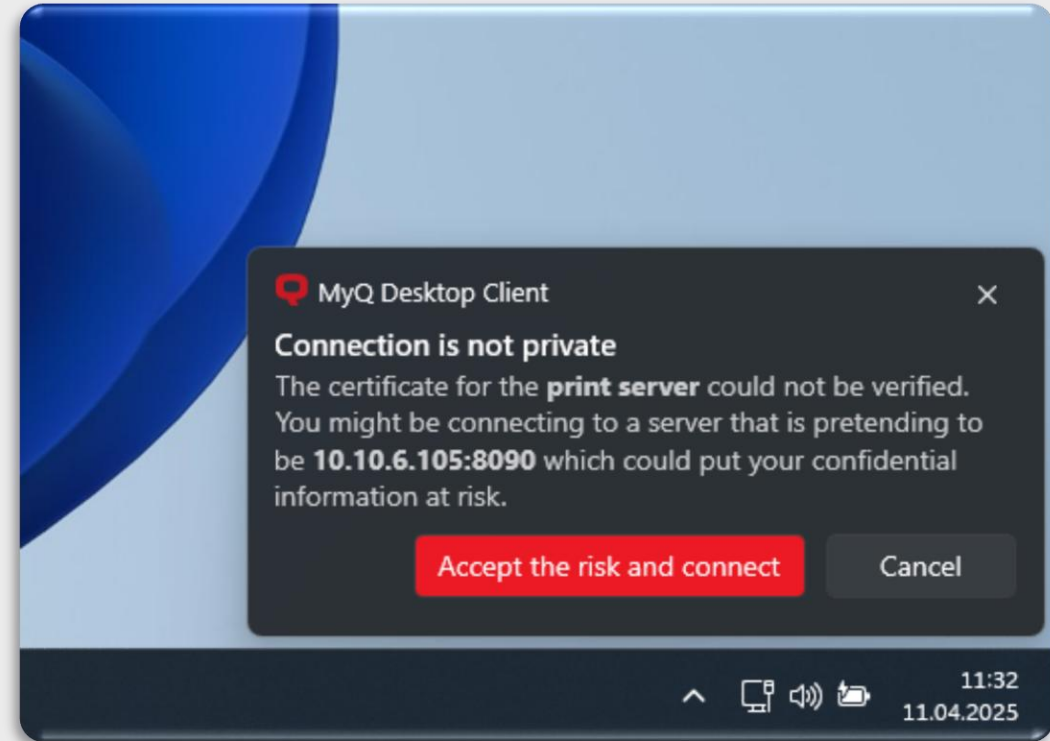
After successfully installing the Desktop Client, you may click „Finish“ to close the setup.



Installing the MyQ Desktop Client

MyQ Desktop Client might notify you about the connection not being private. (If you don't receive this notification, you've got nothing to worry about)

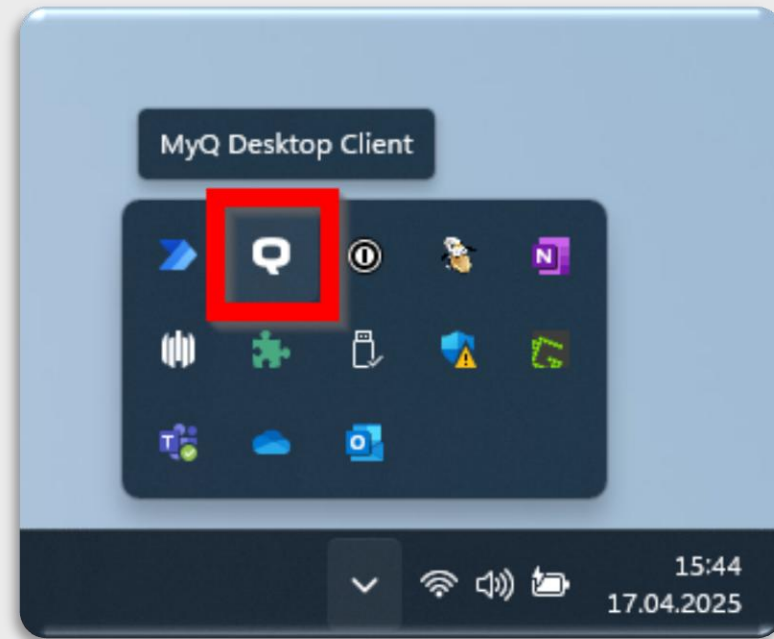
Since the print server is a KLU trusted resource, you can “**accept the risk and connect**” to it.



Installing the MyQ Desktop Client

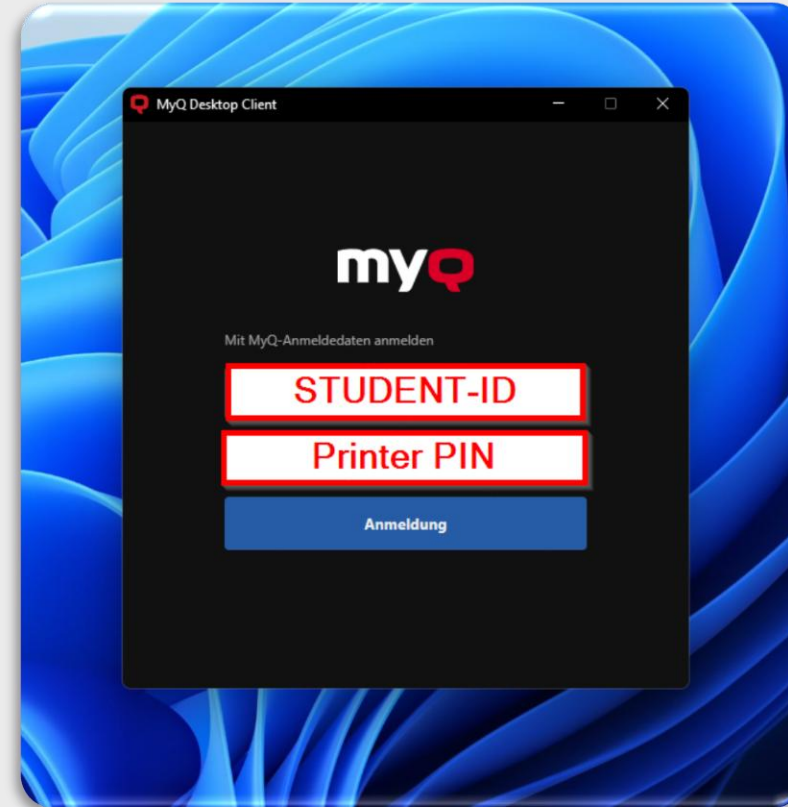
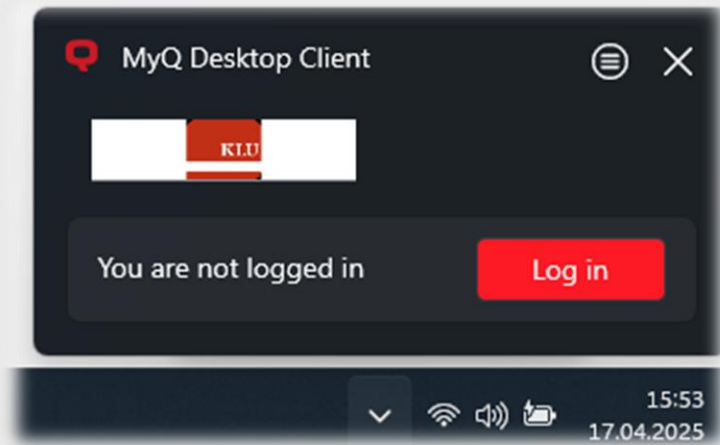
Once opened, the MyQ Desktop Client runs in the System Tray (you open the system tray by clicking the arrow next to the WiFi icon at the bottom right corner of your screen)

Click on the MyQ Desktop Client icon to log in.



Installing the MyQ Desktop Client

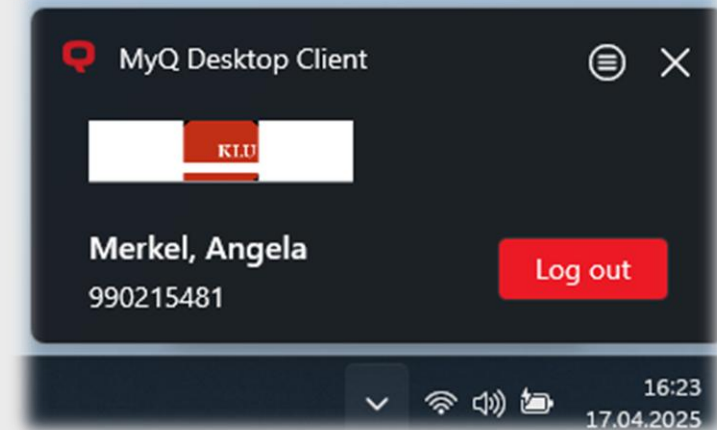
You now need your **Student-ID** and the **MyQ PIN** which has been sent to your student mail account.



Installing the MyQ Desktop Client

The login is pretty uneventful. MyQ stays in the system tray and waits for any printjobs coming it's way.

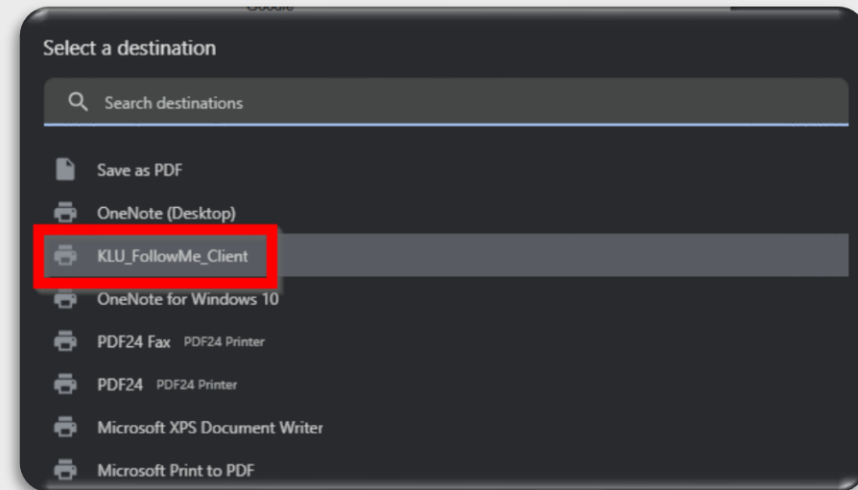
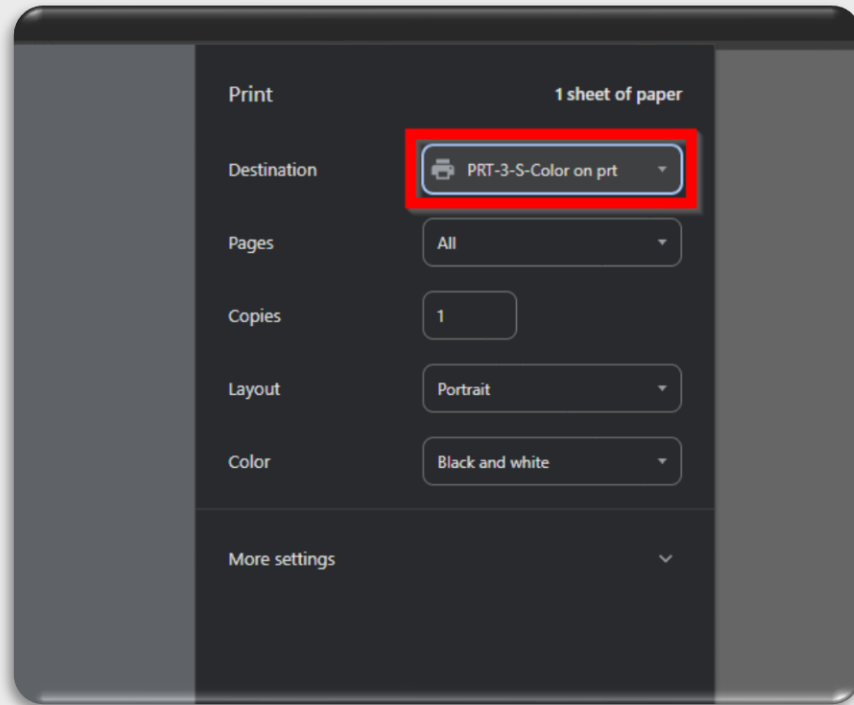
You can check whether you're logged in by clicking the MyQ Desktop Client icon. (In our example shown with the student "Angela Merkel", underneath her Student-ID)



Installing the MyQ Desktop Client

All you have to do now is to select the image or document you want to print and choose “KLU_FollowMe_Client” as your printer/destination.

The screenshots show how it would look like when printing directly from the Google Chrome browser.



Installing the MyQ Desktop Client



If you had trouble installing the printer, please contact us at servicedesk@klu.org.

MyQ Printing Solution – Mobile App



STEP 1:

Download the MyQ app for your mobile device.

Here are direct links to each appstore:

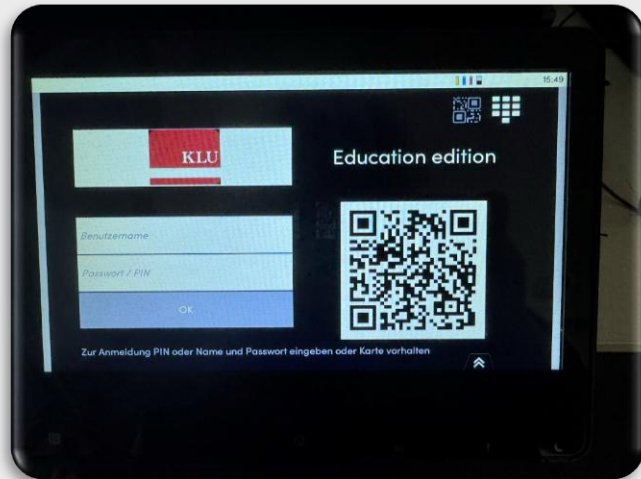


Install and start the app.

Press the „SCAN QR-CODE“ button.

(Allow the app to use your camera)

MyQ Printing Solution - Login

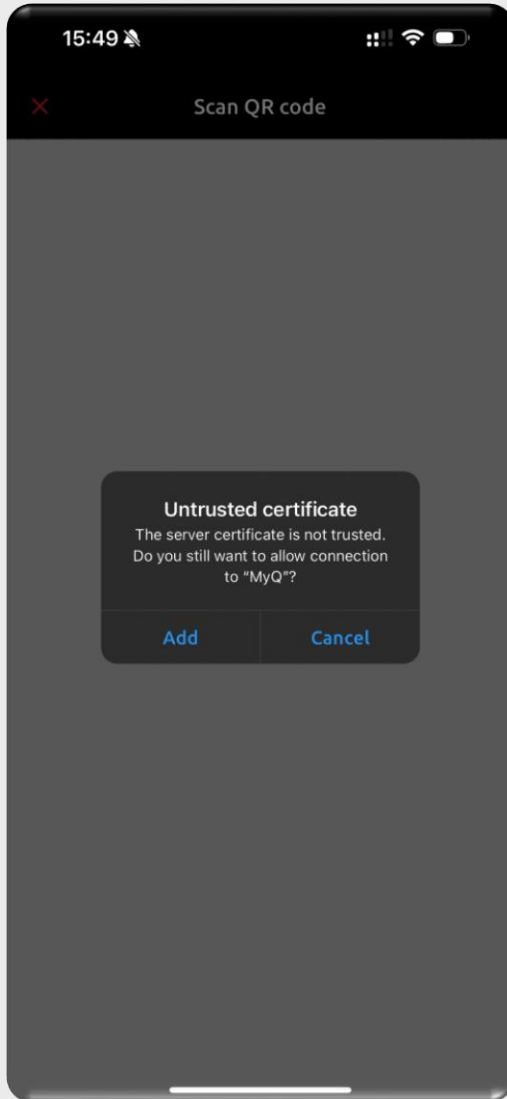


STEP 2: You must be physically standing in front one of our printers.

Press the QR-Code button located in the top right corner of the screen.

It will now show you the QR-Code which you must scan with your mobile device.

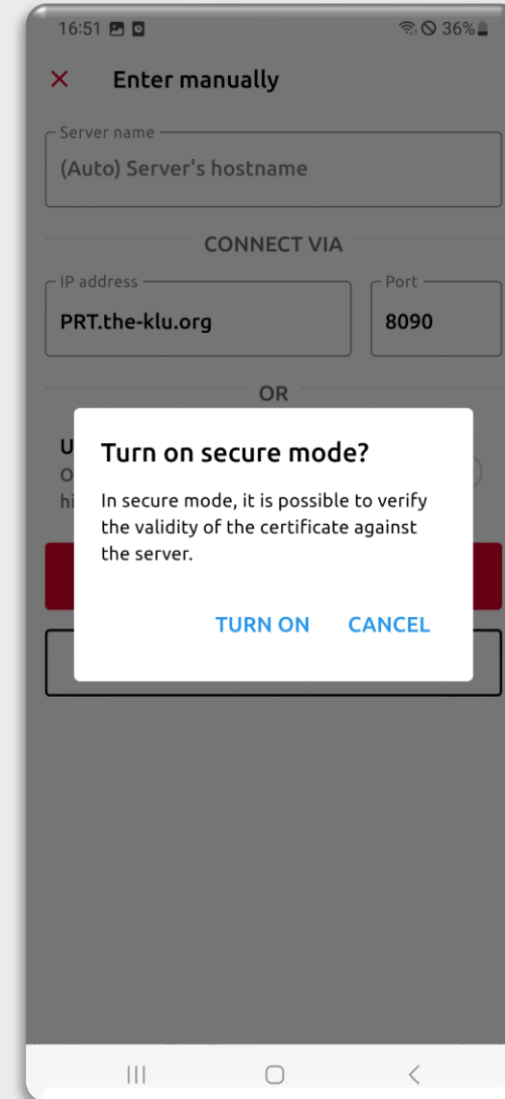
MyQ Printing Solution - Login



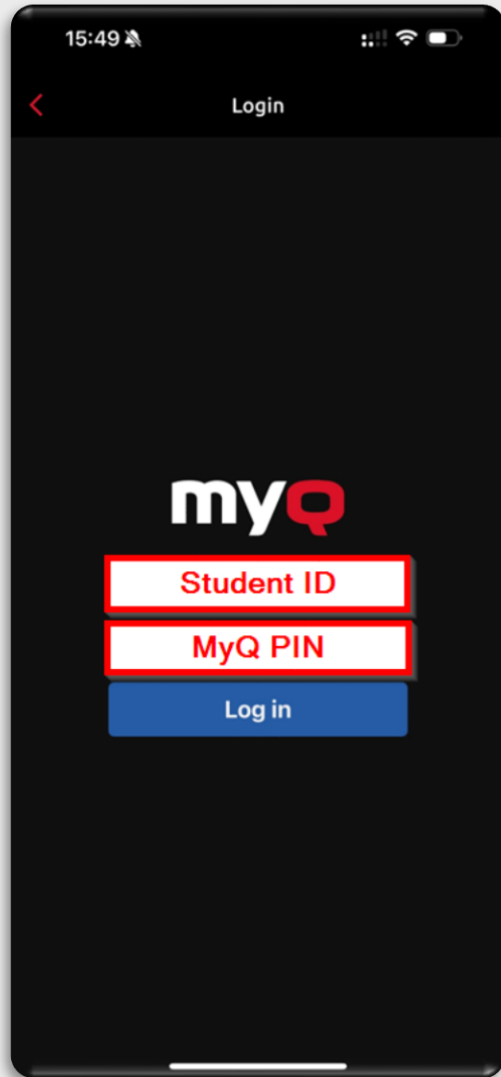
STEP 3: iOS and Android users will be asked to „Add“ the certificate.

Android users might have to turn on secure mode before adding the certificate.

This step is mandatory to use the printing solution.



MyQ Printing Solution – Login

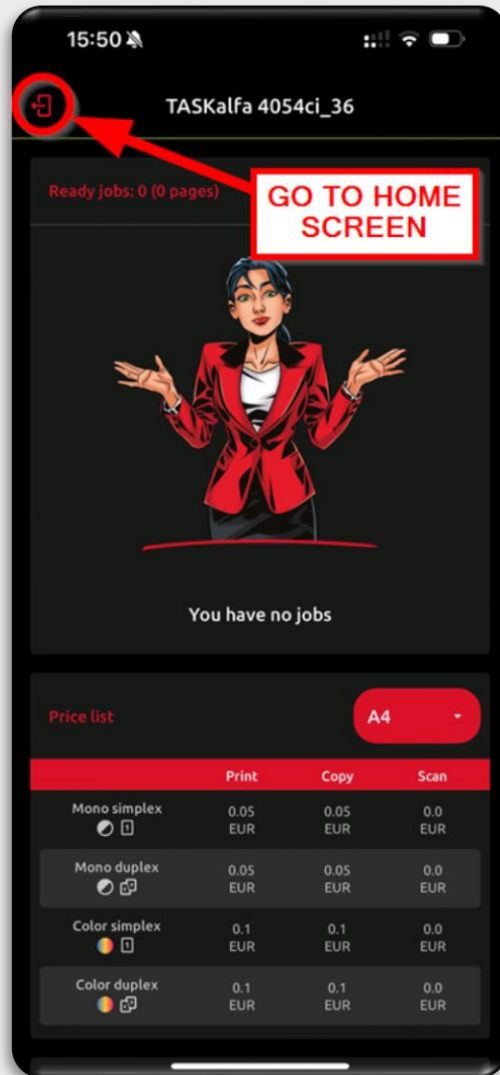


STEP 4: You should now be able to log in with your **Student ID** (student number) and the **MyQ-PIN**.

Note: You receive your MyQ-PIN via mail from „KLU Scanner“.

(scanner@the-klu.org / scanner@klu.org)

MyQ Printing Solution – How to print



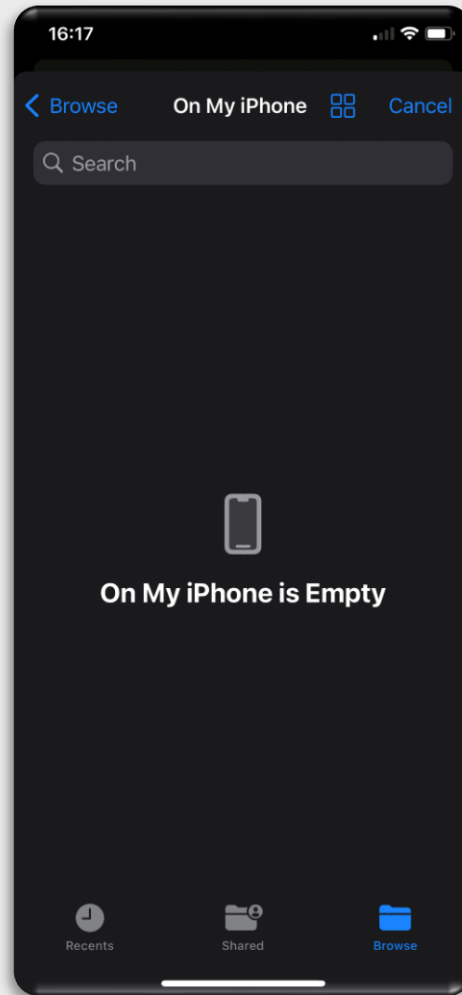
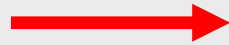
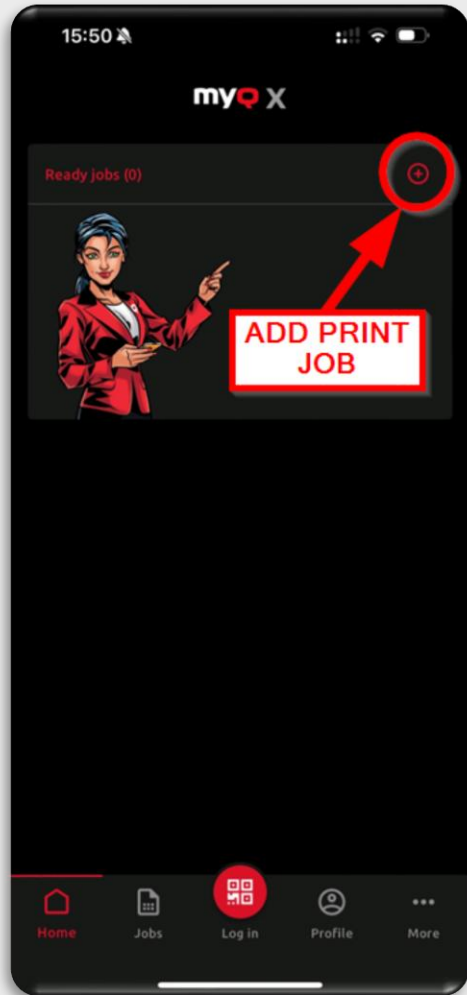
STEP 5: You are now connected to the KLU printing solution.

Your print job list is probably empty and should look like in the screenshot.

You can click on the exit sign (top left corner) to go back to the home screen of the MyQ X Mobile Client.

If this screen didn't show up, just proceed with the next step.

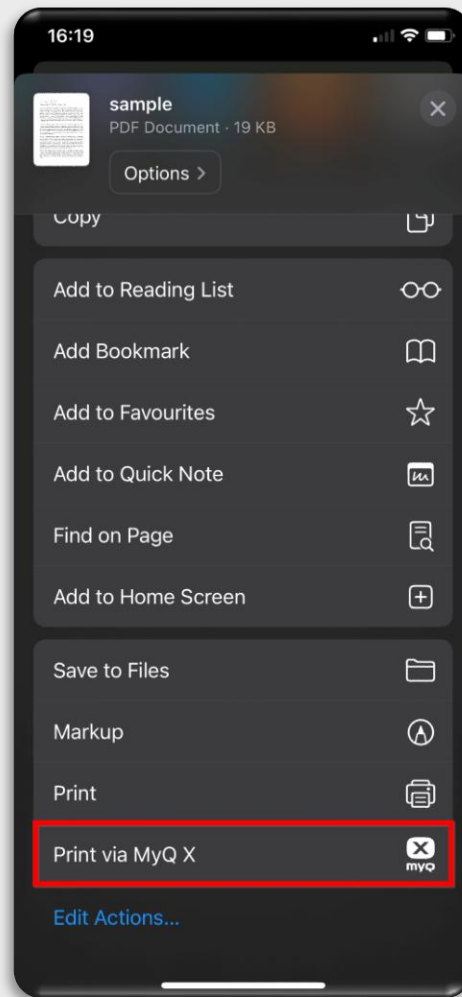
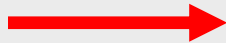
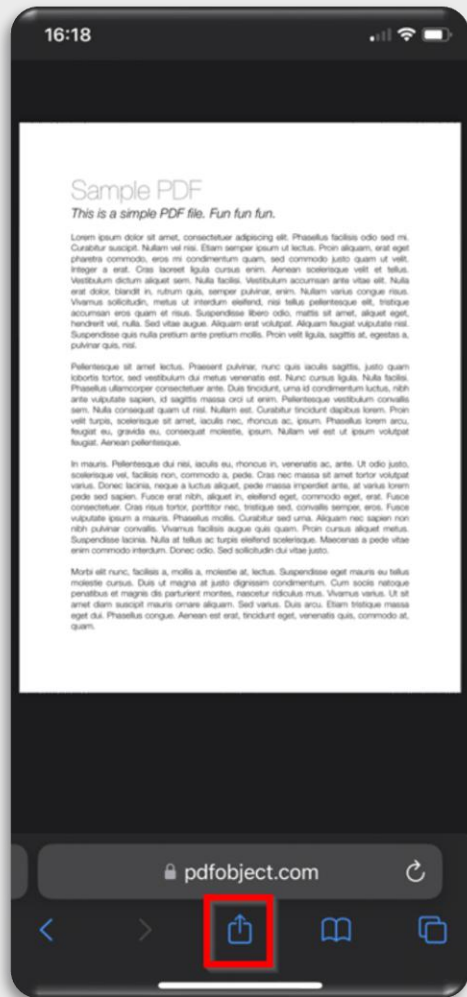
MyQ Printing Solution – How to print



STEP 6: To print a document simply tap the „+“ sign.

You can then browse your mobile device for documents you want to print. (We recommend saving documents as PDFs and print those)

MyQ Printing Solution – How to print

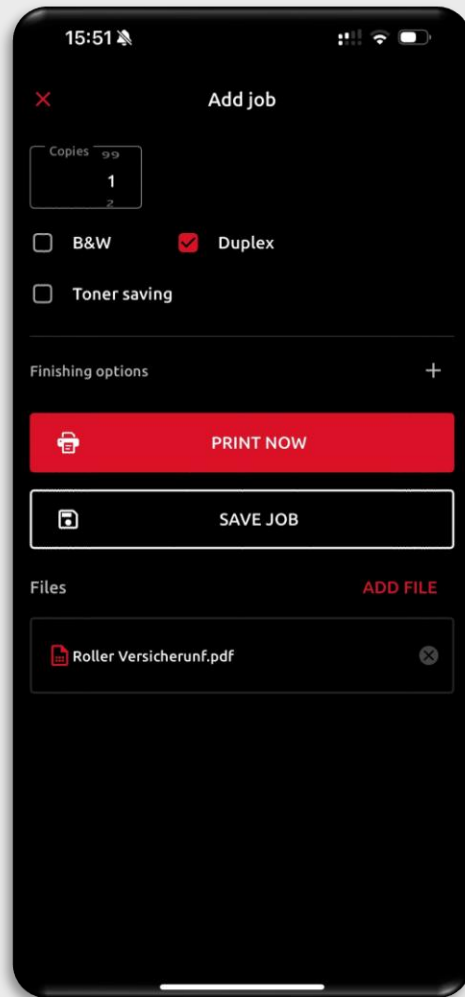


STEP 7: You may also print documents directly without downloading them.

The option to use MyQ X shows up when expanding the actions menu.

(Method for iPhone users)

MyQ Printing Solution – How to print



STEP 8: You now have the opportunity to make some adjustments before printing the document(s).

Once you press „PRINT NOW“, you will be asked to scan the QR-Code of the printer.

It will then print your document.

MyQ Printing Solution – PIN via keycard

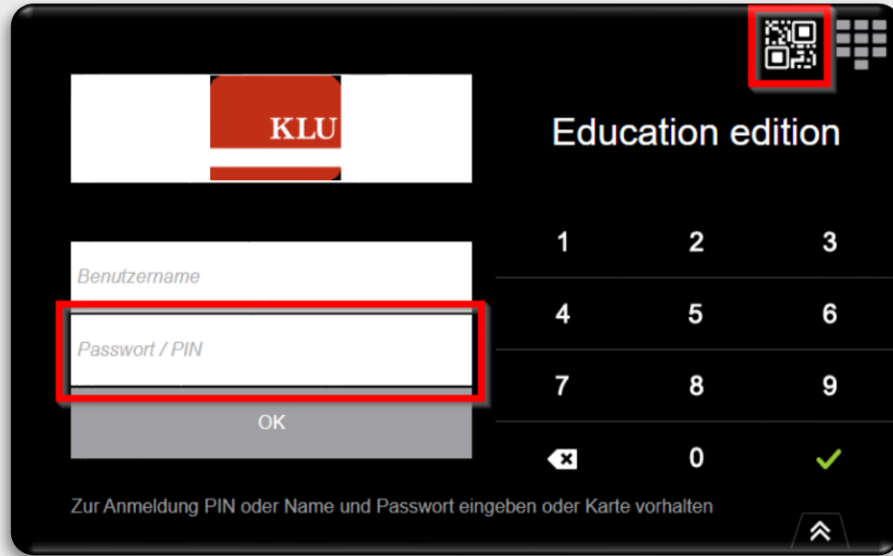


OPTIONAL STEP 1:

To „teach“ your MyQ-PIN to your keycard, you need to physically stand in front of the printer and log in on it.

The image shows how our printers look like. The highlighted area indicates the card reader. (The card reader is hidden underneath a plastic sheet, just hold your card very close to it)

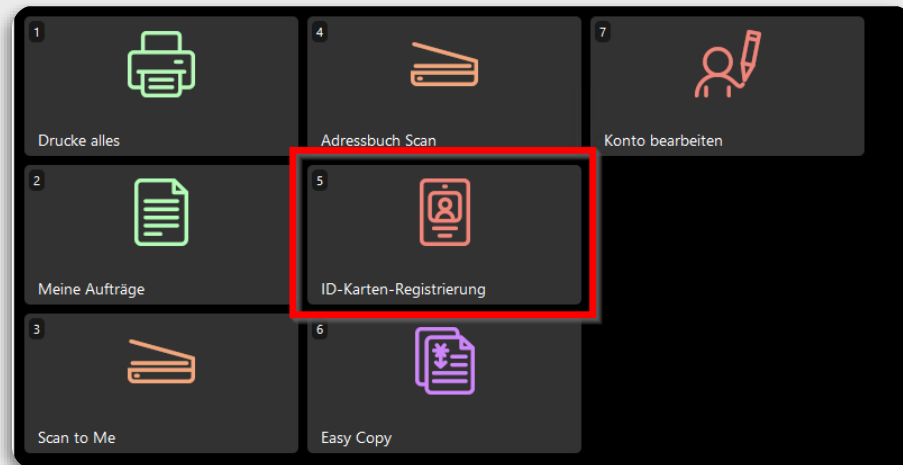
MyQ Printing Solution – PIN via keycard



OPTIONAL STEP 2:

You can input your login credentials directly or use the QR-Code for the login process.

Once you are logged in, you have to press the button in the middle. („ID-Karten-Registrierung“)



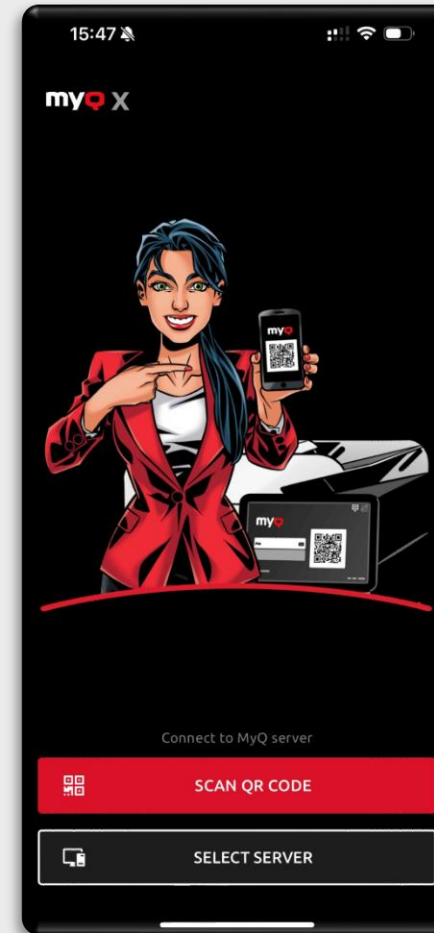
Scan your keycard to link it to your MyQ-PIN. You will then be able to log in on the printers just by holding the keycard in front of the card reader.

Additional note: You can change the language in „Konto bearbeiten“.

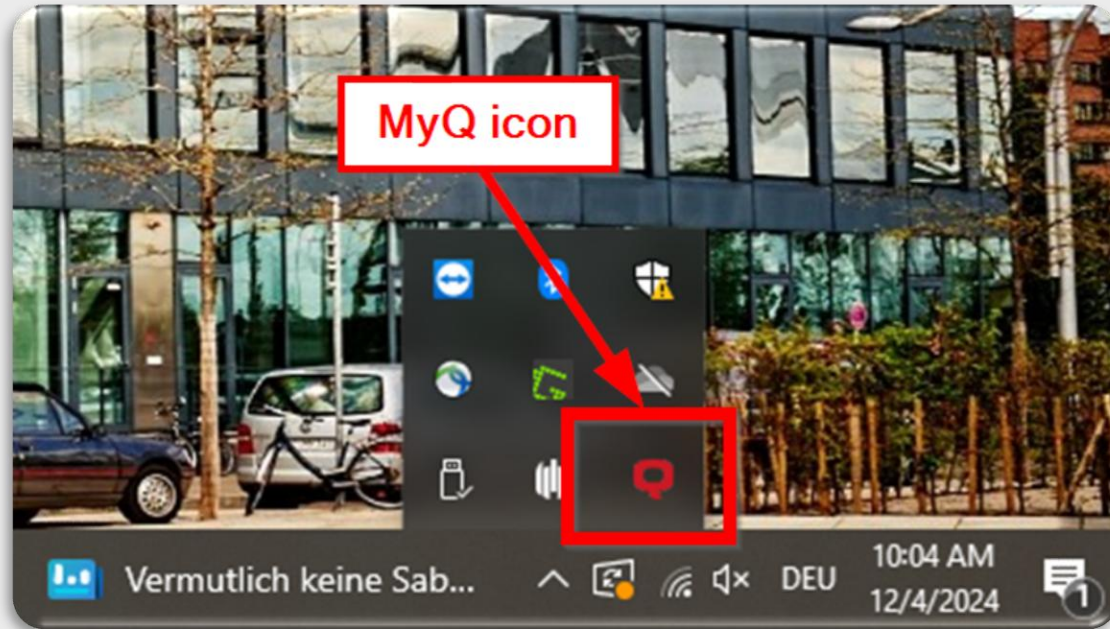
MyQ Printing Solution – Mobile App

If you ran into problems along the way,
please don't hesitate to contact us via
servicedesk@klu.org

We will gladly help you.



Printing with MyQ: Library

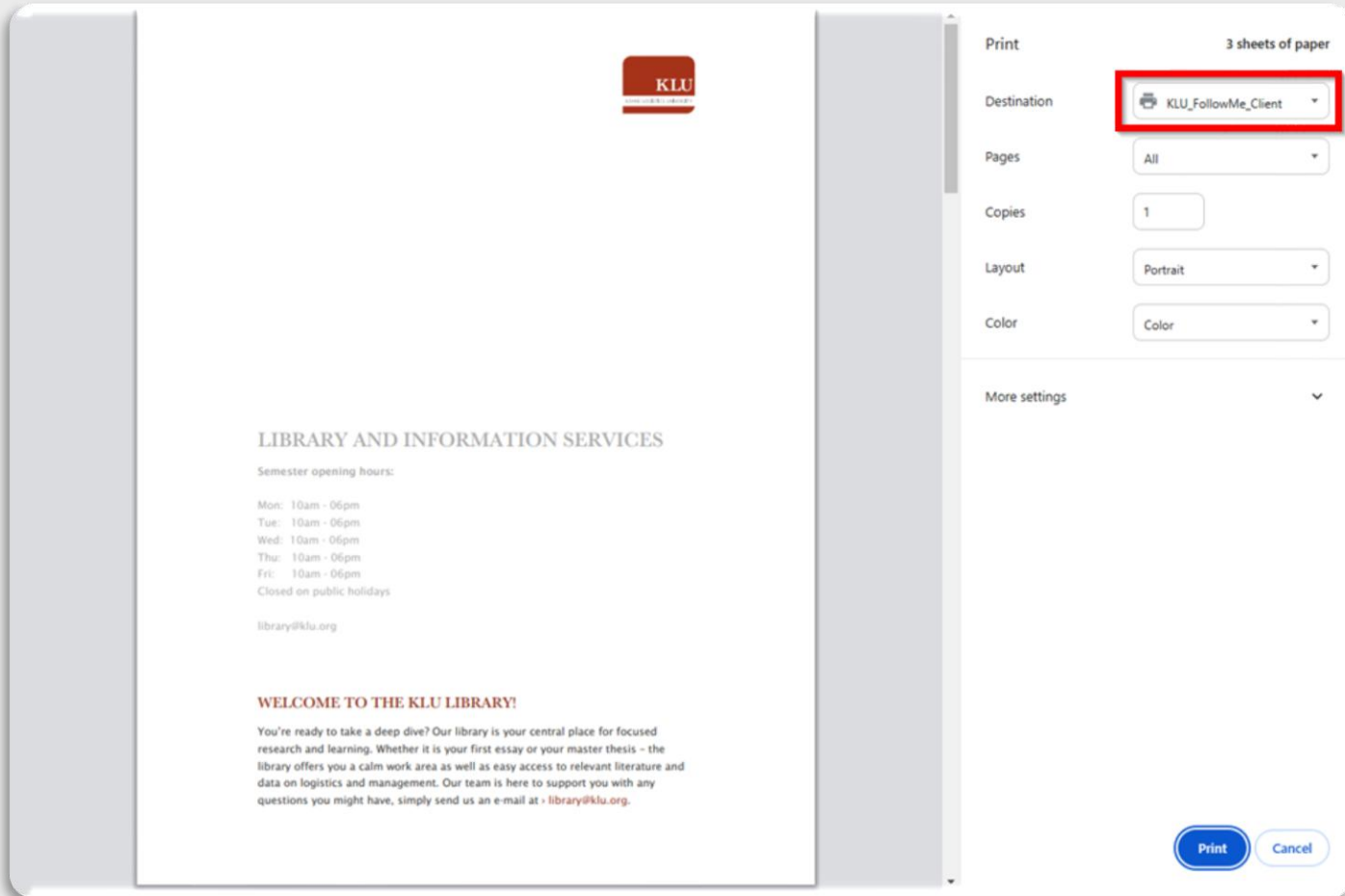


STEP 1:

MyQ is installed on all computers in the library, indicated by the MyQ icon in your Windows toolbar.

Note: If the icon is missing, you won't be able to print. Kindly inform the staff in this case.

Printing with MyQ: Library

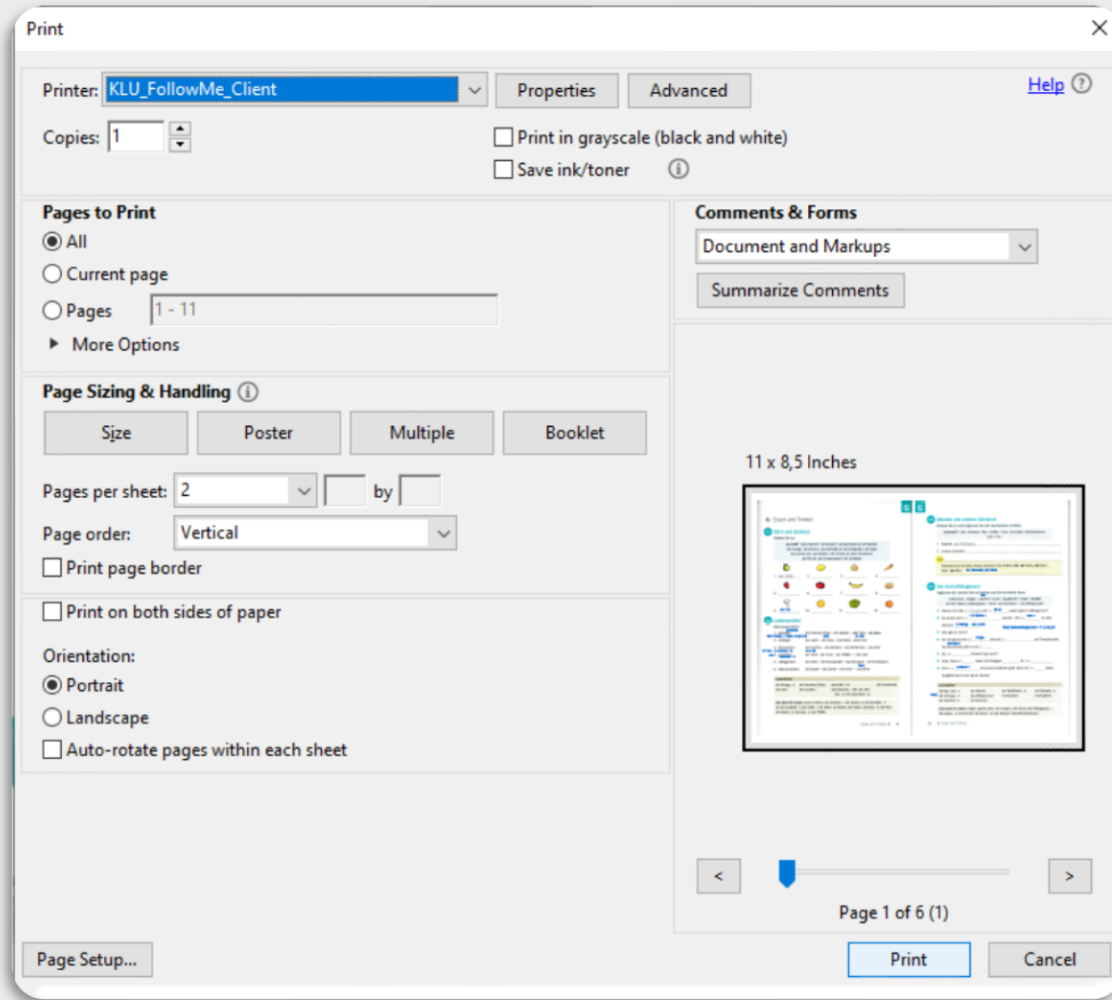


STEP 2 (Browser):

This example shows the printing dialogue when printing from a browser. (Google Chrome)

Make sure to choose „KLU_FollowMe_Client“ as your Destination. Adjust the settings of the paper/document and confirm by clicking „Print“.

Printing with MyQ: Library

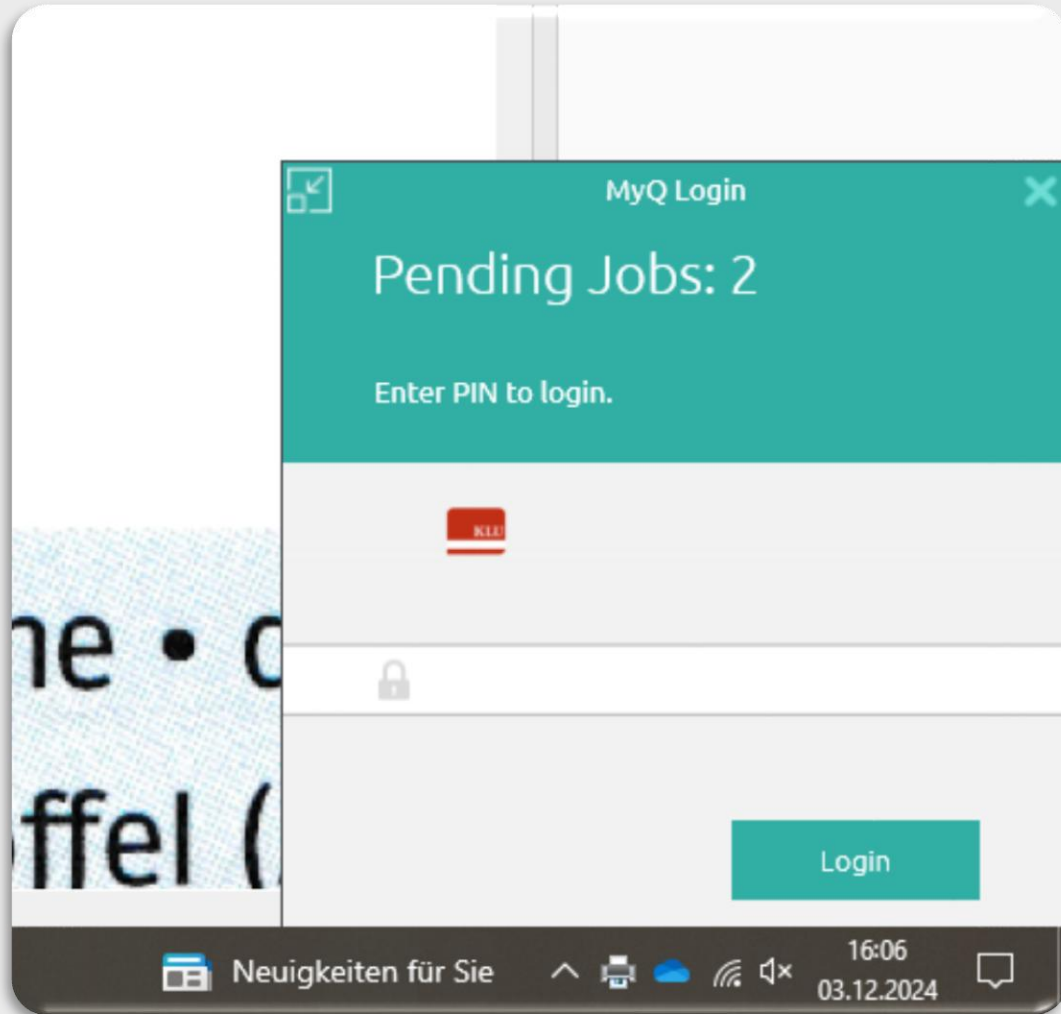


STEP 2 (Adobe):

This example shows the printing dialogue for a PDF. (Adobe Acrobat)

Again, make sure to choose „KLU_FollowMe_Client“ as your printer. Adjust the settings of the paper/document and confirm by clicking „Print“.

Printing with MyQ: Library



STEP 3:

A small window should pop up in the bottom right corner of the screen. (It can sometimes take up to 30 seconds, please be patient)

You will then be asked to enter your MyQ-PIN in order to send the pending printjob(s) to the right user.

Printing with MyQ: Library



STEP 4:

Walk up to the printer. Log in with either your mobile device (QR-Code) or by entering your MyQ-PIN directly.

You will then be able to print your documents.

Printing with MyQ: Library

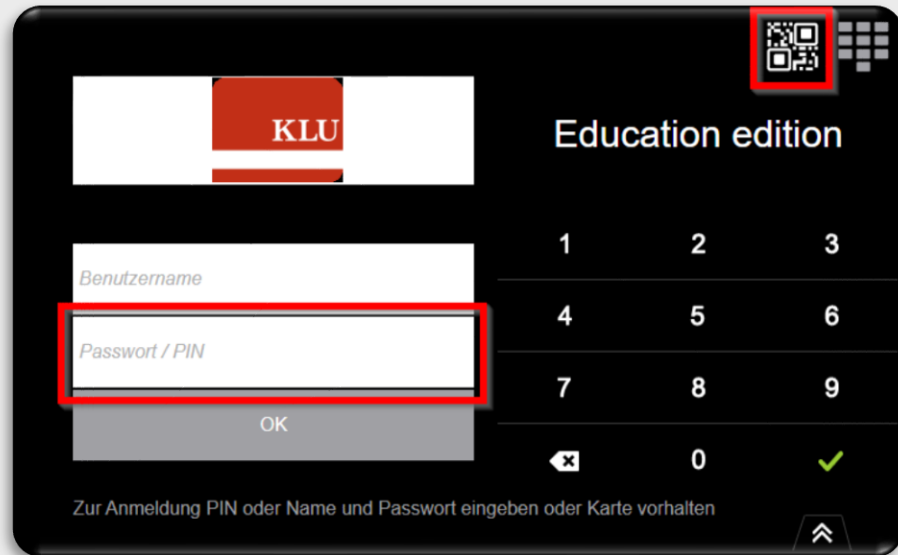


OPTIONAL STEP 1:

To „teach“ your MyQ-PIN to your keycard, you need to physically stand in front of the printer and log in on it.

The image shows how our printers look like. The highlighted area indicates the card reader. (The card reader is hidden underneath a plastic sheet, just hold your card very close to it)

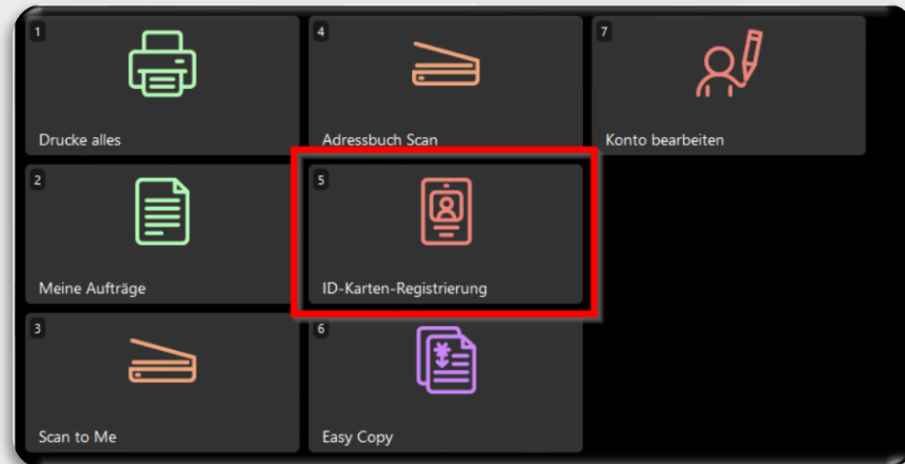
Printing with MyQ: Library



OPTIONAL STEP 2:

You can input your login credentials directly or use the QR-Code for the login process.

Once you are logged in, you have to press the button in the middle. („ID-Karten-Registrierung“)



Scan your keycard to link it to your MyQ-PIN. You will then be able to log in on the printers just by holding the keycard in front of the card reader.

Additional note: You can change the language in „Konto bearbeiten“. (Sprache)

Printing with MyQ: Library

If you ran into problems along the way, please don't hesitate to contact the KLU library staff or submit a support ticket via servicedesk@klu.org.

We will gladly help you.

