Guest Print for Cloud Print Management

We would like to announce the upcoming release of Guest Print within Cloud Print Management to Lexmark Cloud Services on **October 6, 2021**. Guest Print allows "guest users" to print to an organization's fleet of devices without installing additional applications or infrastructure. While we are excited to release this requested feature in Cloud Print Management (CPM), you may be required to make a few changes to your settings to ensure a great experience for you and your customers. If using Email Submission in your environment, these setting changes impact you and your customers. Please see the 'Required Administrative Actions' below for details.

Required Administrative Actions

- *If you and all your customers do not use CPM today,* **no Administrative Action is required**.
- *If you or any of your customers allow users to submit print jobs via e-mail with CPM,* **Administrative Action is required after the maintenance window completes on October 6, 2021.**
- *If you or any of your customers wish to enable the new Guest Print feature,* **Administrator action is required.**

On October 6, 2021, we will be disabling email submission for all organizations. If you or any of your customers allow users to submit print jobs via e-mail with CPM, a new organization-specific email address must be established for each organization. The current email addresses (cloudprint@lexmark.com and cloudprint.eu@lexmark.com) will be decommissioned on **December 1, 2021**. To ensure you and your customers can continue sending their print jobs via email, and to enable the Guest Print feature, please follow the steps listed below. These steps must be performed for each organization using e-mail submission with CPM.

1. Log into Lexmark Cloud Services.
2. Navigate to Print Management.
3. Go to the Administration tab and choose Organizational Policy from the drop-down.
4. Check the box labeled "Enable e-mail submission".
5. Enter a new e-mail address in the provided area.
   a. Must be less than 64 characters
   b. Cannot contain spaces
   c. Special characters are not supported
   d. Address will utilize the @print.lexmark.com domain
6. [Optional] To enable Guest Print, check the box labeled 'Enable guest print submission'.
7. Click on 'Save Changes'.
   a. If the email address submitted by the Administrator is already in use, a message will be displayed asking for a new email address. Please submit a different email address.
   b. Once accepted, the new email address can take up to 24 hours to be created and ready for use.
8. Notify end users of the organization's new email address before **December 1, 2021**.

Please note, Guest Print requires that PIN authentication is enabled for your organization. If PIN is not enabled at time of Guest Print setup, a notification banner will be displayed to you.