

# Ink

## What If I Have Problems With My Ink Request?

If you have any questions or problems before you begin submitted an ink request, we ask that you contact your Family Support Coordinator.

What if the printer is incorrect for the student listed?

The printer listed for each student is what we have on record. If the printer is incorrect, simply choose the correct printer from the dropdown list.

What if I only use one printer for all my students?

If you have multiple students and have recieved different printers, but you only use one printer for all your students, you can change the printer type for each student to reflect the printer that is in use in your household.

What if I only want to order one ink cartridge?

Although we recommend you order all your allotted ink at one time to save PA Virtual shipping costs, this is not required.

I recently moved, how will I ensure ink will be shipped to my new address?

Ink orders will be shipped to the address we have on file. If you have an address change and have not completed a Change of Address form, contact your Family Support Coordinator to obtain the paperwork necessary. This should be completed prior to submitting ink orders for your student(s).

See: [Change of Address Request](#)

It has been two weeks and I have not received my ink.

Please contact your Family Support Coordinator to investigate this issue for you.

Unique solution ID: #1003

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