


Print queues are not visible on a Mac computer, what should I do?

 **macOS**
This answer is only for Mac computers.

Install all the updates offered by Managed Software Center, and the print queues should appear on your computer. During the update process, your computer should be on a fast network, with the best option being Metropolia's internal network. (Some updates may require a VPN connection to install if your computer is not on Metropolia's internal network. However, the print queues should also install from outside Metropolia via the internet.)

Did You Encounter a Problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include [a full screen screenshot](#) of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[Tulostusjonoja ei näy Mac-tietokoneella, mitä teen?](#)