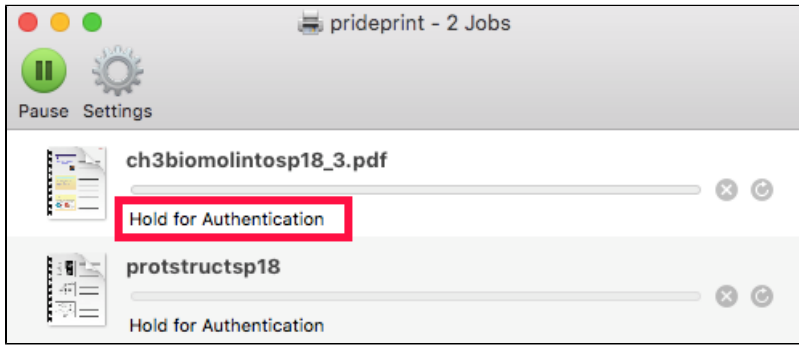


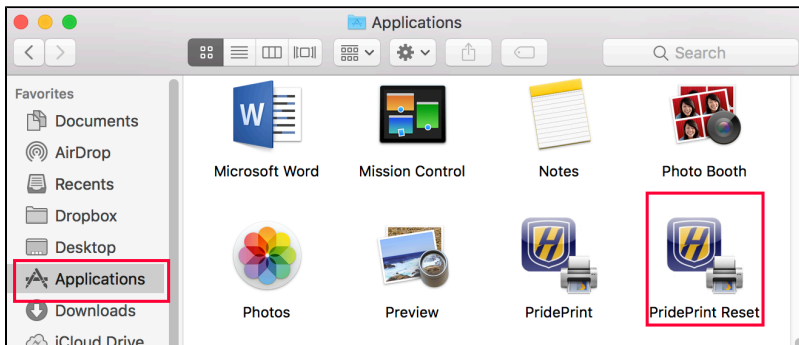
Hold for Authentication (PridePrint)



The **Hold for Authentication** error is a bug that occasionally happens on the Mac version of the PridePrint client. When you try to print, you get asked to log in to a non-PridePrint screen and then you get an icon of a printer in your dock. If you click that icon, you get a screen like the above where your print jobs say **Hold for Authentication**. There are two ways to fix the issue.

Fix 1 - Run PridePrint Reset

If you've had PridePrint installed by Hofstra University staff, running the **PridePrint Reset** program in your Applications folder will fix the error.



Fix 2 - Reinstall PridePrint

If you don't have PridePrint Reset or if running it does not work, please stop by the [Student Technical Support Center](#) with your computer and we will reinstall the software for you.