Pharos Server internal error - Unable to retrieve balance, your account is not active

Q: Pharos Server internal error - Unable to retrieve balance, your account is not active

When I swipe my MIT ID card at a Pharos printer, the screen shows an error that says my account is not active:

> ***Pharos Server internal error***
>
> *An internal server error occurred. Unable to retrieve balance, your account is not active*
>
> *Please contact Pharos support.*
>
> *[Exit] [Back]*

Answer

The message "your account is not active" can indicate a deactivated TechCASH account (which controls Athena printing, even for printing for which there is no charge). You can inquire about your TechCASH account by sending email to techcash@mit.edu.

Be sure to mention your 9-digit MIT ID number and describe the Pharos error message, to make it clear that your email is about swiping your card at the Pharos cardreaders.

See Also

- Pharos Printing Landing Page