

Overview

PrinterLogic is an enterprise solution that centralizes and simplifies provisioning and management of printers by eliminating print servers. It allows users to easily self-install any printer within the organization they have the rights to use. Using PrinterLogic offers better security, as print jobs can be held until the user enters their password or swipes an ID badge at the printer.

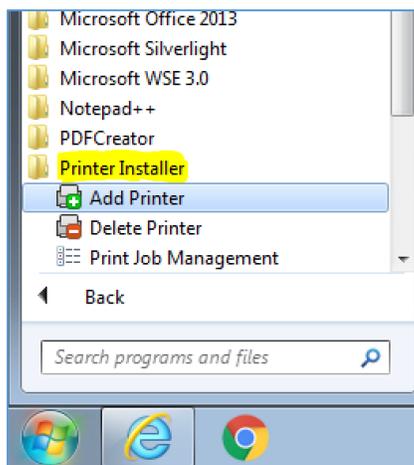
Purpose

This document is intended to help you install a printer to your Virtual Desktop. In most cases, if you use a laptop or desktop personal computer (PC) connected to the statewide network, your printers will automatically be switched from networked printers to PrinterLogic. If the automated transition has not occurred for your devices at your worksite (when connected to the statewide network), or you wish to add additional printers, follow the instructions below (Guidance for installing printers on laptop/desktop computers is highlighted in **Orange font**).

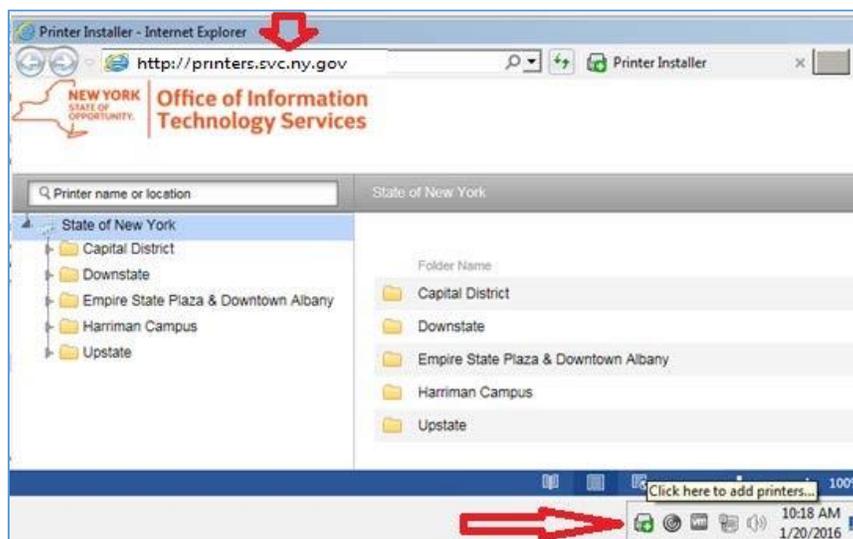
Note: If you are attempting to install printers that are not present in PrinterLogic, please contact your local Service Desk for support. Also note that if you are using Windows 10, PrinterLogic is not compatible with the default browser, Microsoft Edge, so you will need to use Internet Explorer. Please contact your Service Desk for assistance.

Instructions

1. Logon to VDI (or your PC/laptop). Select the Start button on the Taskbar. Find **Printer Installer** in the list of All Programs and select **Add Printer**. Alternatively, you can look in the system tray located in the lower right hand corner of your screen and look for the printer icon, indicated with a green plus sign

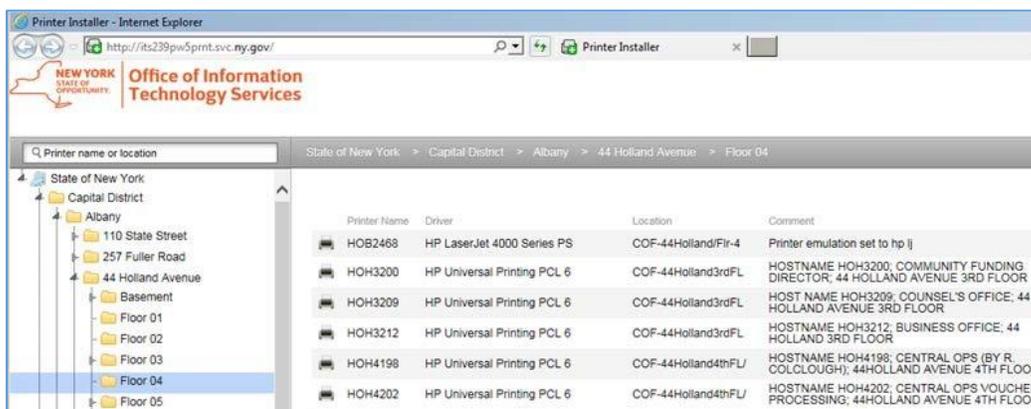


2. Click **Add Printer** to open the Printer Installer Web page. This will also let you add new printers if you're already using PrinterLogic. Alternatively, you can open a Web browser and navigate directly to <http://printers.svc.ny.gov>, as shown in the screen shot on the next page.

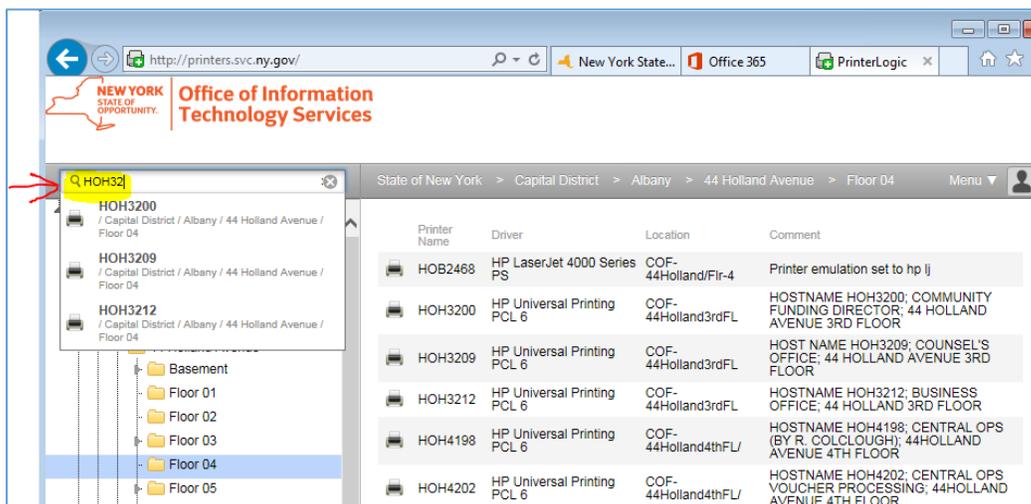


- When the Printer Installer Web page opens, browse in the left navigation pane to find the location of your desired printer. Note that in most cases you will be automatically brought to your current physical location.

For laptop/desktop users who don't have PrinterLogic installed, navigating to this site will give you the option of installing the PrinterLogic client, but only if you have administrator rights to your computer. If you don't have administrator rights, and your site is using PrinterLogic, contact your Help Desk for assistance.

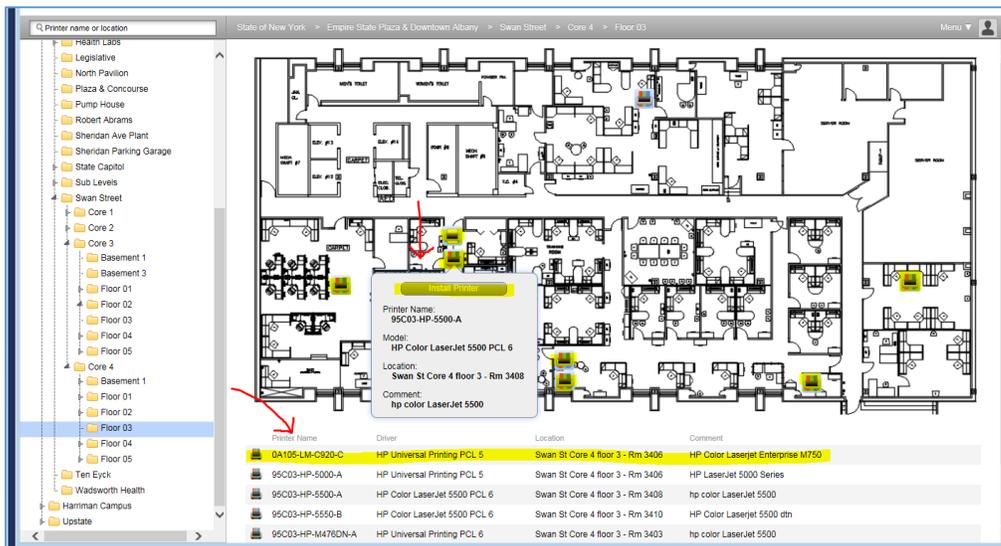


You also have the option of utilizing the search box if you know the printer's name. The search box is located in the upper left.

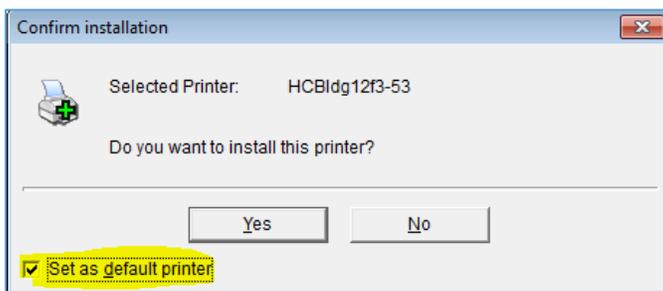


4. If the site with your printer has been mapped, you will also see a map of the floor with icons representing color and black-and-white printers. You can use this map to identify printers near you.

To install a printer, mouse over the desired printer on the map and click **Install Printer**, or click on the desired printer in the list.



5. If you want this printer to be your *default* system printer, place a check in the box "Set as default printer." Otherwise, skip this step.



6. Click 'Yes' to confirm installation of your printer.
7. A dialog box will appear in the upper left indicating the installation actions taking place:



8. When complete, you will receive a notification similar to the one below. Click the "OK" button to close the installation wizard.



9. Repeat the steps above to install subsequent printers, or close the Printer Installer window when complete.

Need Help?

Your Service Desk is ready to help you! If you experience any issues or need assistance, please contact the **Enterprise Services Desk at 1-800-697-1323** or by email at fixit@its.ny.gov, or contact your agency's Service Desk as identified in the table.

Service Desk Support (By Cluster and Agency)	
Administrative and General Services <ul style="list-style-type: none"> Department of Civil Service Deferred Compensation Plan Division of Veterans Affairs Office of General Services Governor's Office of Employee Relations Labor Management Committees 	(800) 697-1323 or (518) 408-6487
<ul style="list-style-type: none"> Division of the Budget 	(518) 486-4357
Citizens Services <ul style="list-style-type: none"> Alcohol Beverage Control (State Liquor Authority) Authority Budget Office Department of Motor Vehicles Department of State Joint Commission on Public Ethics Workers Compensation Board 	(800) 697-1323 Or (518) 408-6487
<ul style="list-style-type: none"> State Board of Elections 	(518) 473-4803
<ul style="list-style-type: none"> State Inspector General 	(518) 474-1010
<ul style="list-style-type: none"> NYS Homes and Community Renewal 	(518) 486-5042
Disabilities and Aging <ul style="list-style-type: none"> Developmental Disabilities Planning Council NYS Office for the Aging Office for People with Developmental Disabilities Justice Center 	(518) 381-2100 (518) 381-2100 (518) 381-2100
Enterprise Business Solutions <ul style="list-style-type: none"> Higher Education Services Corp 	518-473-0550
Environment and Energy <ul style="list-style-type: none"> Adirondack Park Agency Department of Agriculture and Markets Department of Environmental Conservation Department of Public Service Parks, Recreation, and Historical Preservation 	(518) 891-4050 (518) 457-7368 (518) 402-8888 (518) 473-9452 (518) 486-1888
Health <ul style="list-style-type: none"> Department of Health Office of Alcoholism & Substance Abuse Services Office of Medicaid Inspector General Office of Mental Health 	(518) 381-2100 (518) 381-2100 (800) 697-1323/ (518) 408-6487 (518) 474-5554

Human Services <ul style="list-style-type: none">• Department of Labor• Division of Human Rights• Office of Children and Family Services• Office of Temporary Disability Assistance	(800) 697-1323 or (518) 408-6487
Public Safety <ul style="list-style-type: none">• Department of Corrections and Community Supervision• Department of Homeland Security and Emergency Services• Division of State Police• Office for the Prevention of Domestic Violence• Office of Victim Services• Division of Criminal Justice Services	(888) 462-8003 (800) 262-3257
Revenue and Transportation <ul style="list-style-type: none">• Department of Taxation and Finance• Department of Transportation• Empire State Development• NYS Gaming Commission	(518) 457-4394 (518) 485-8111 (518) 292-5180 (518) 388-3551