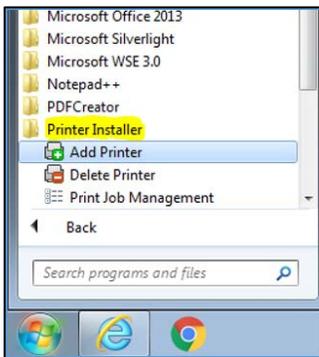# Installing a Printer using PrinterLogic

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 the Enterprise Service Desk (or 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 Enterprise Service Desk (or your local Service Desk) for assistance.

Step 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.


Step 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 below.
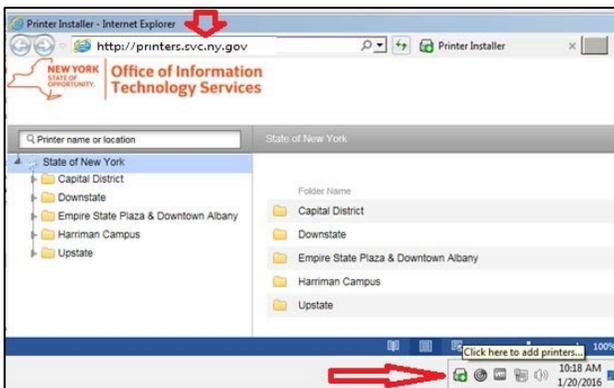
Step 3: When the Printer Installer Web page opens, browse in the left navigation pane to find the location of your desired printer. *Note that in most cases you will be automatically brought to your current physical location.*

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 the Enterprise Service Desk or your local Help Desk for assistance.
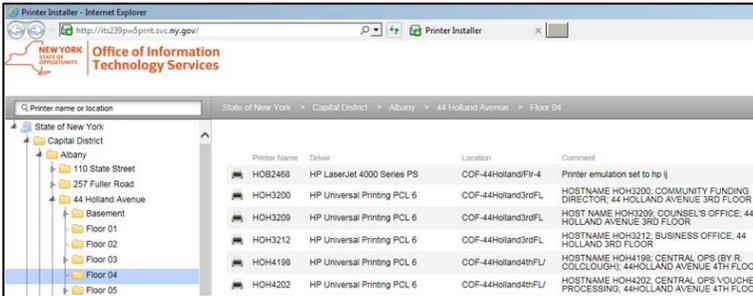

You also have the option of utilizing the search box if you know the printer's name.
The search box is located in the upper left.
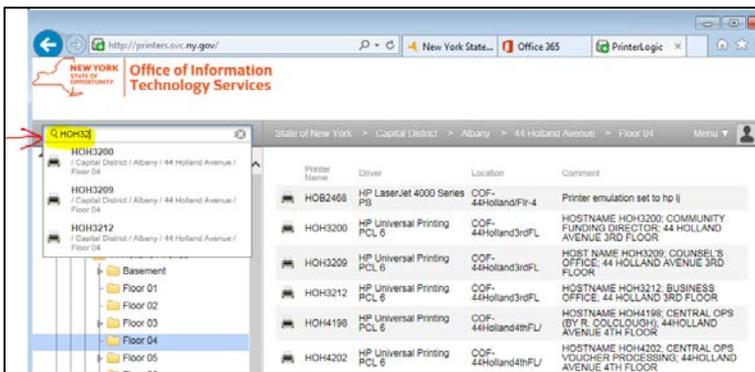
Step 4: If the site with your printer has been mapped, you will also see a map of the floor with icons representing color and black-and-white printers. You can use this map to identify printers near you.

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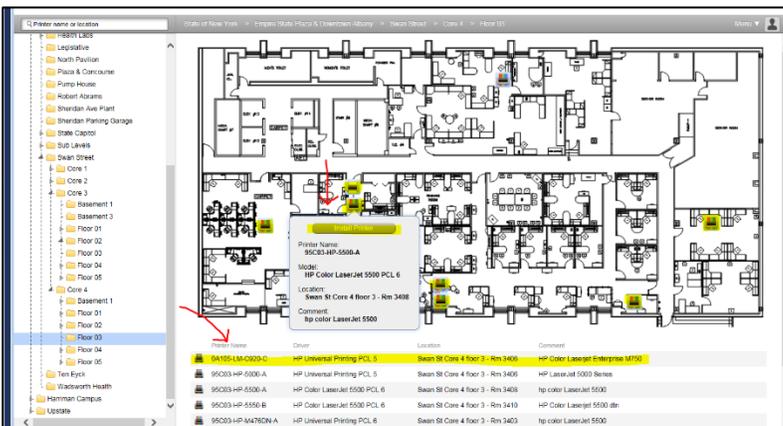
Step 5: If you want this printer to be your default system printer, place a check in the box **Set as default printer**. Or, skip this step.
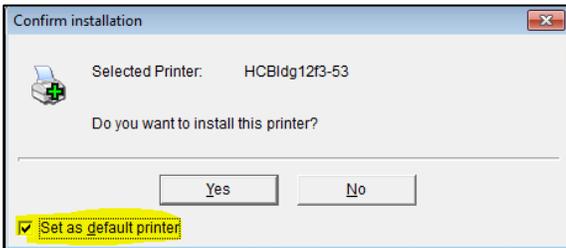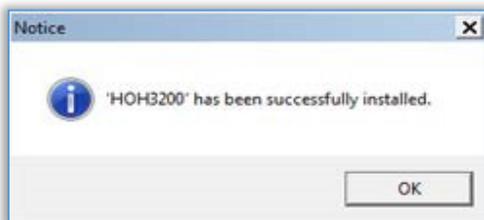

Step 6: Click **Yes** to confirm installation of your printer.

Step 7: A dialog box will appear in the upper left indicating the installation actions taking place:

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

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

Need Help?
Please contact the Enterprise Service Desk by phone at 1-844-891-1786, by email at fixit@its.ny.gov, chat online with a Service Desk Representative at chat.its.ny.gov/, or contact your local Help Desk or LAN Administrator (where applicable.)