User Guide

PrinterLogic

the Enterprise Printing Solution.

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.

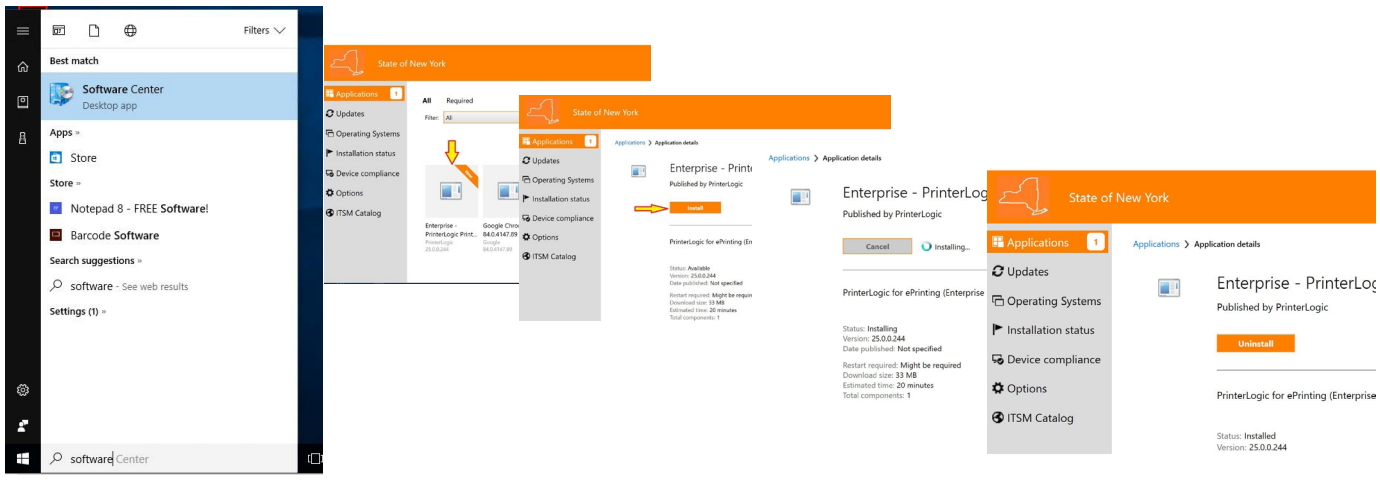
Purpose

This document is intended to help you to get started using PrinterLogic. In most cases, if you are using a state issued laptop, desktop or VDI connected to the statewide network, PrinterLogic Printer Installer client is already installed. If not please follow the instruction for installing PrinterLogic Client through Software Center" but you will need administrative rights to the local computer.

Note:: Extension is need for both Microsoft Edge and Chrome, they are automatically installed and enabled. If any issue arise with the extension, please contact The Enterprise Service Desk for assistance.

Installing PrinterLogic through Software Center

Click on start > then type Software Center">Click on latest version of Printer Installer xx.x" icon > Click on install" button. Once you see "uninstall" button it is completed.



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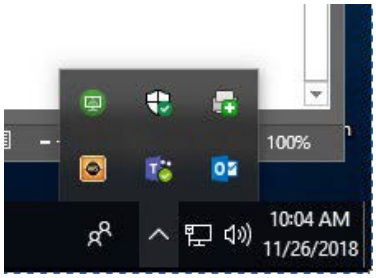
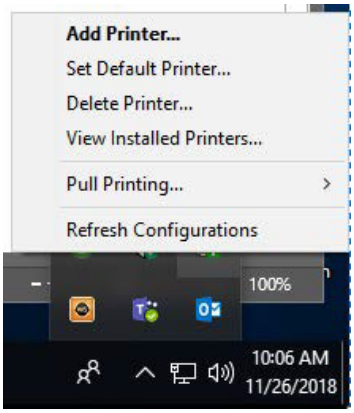
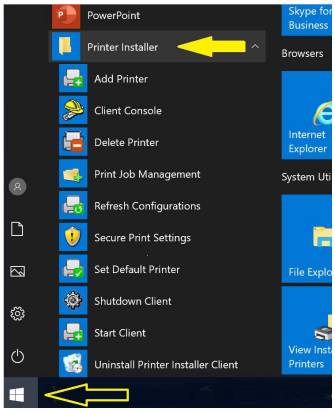
Instructions to add printer(s)

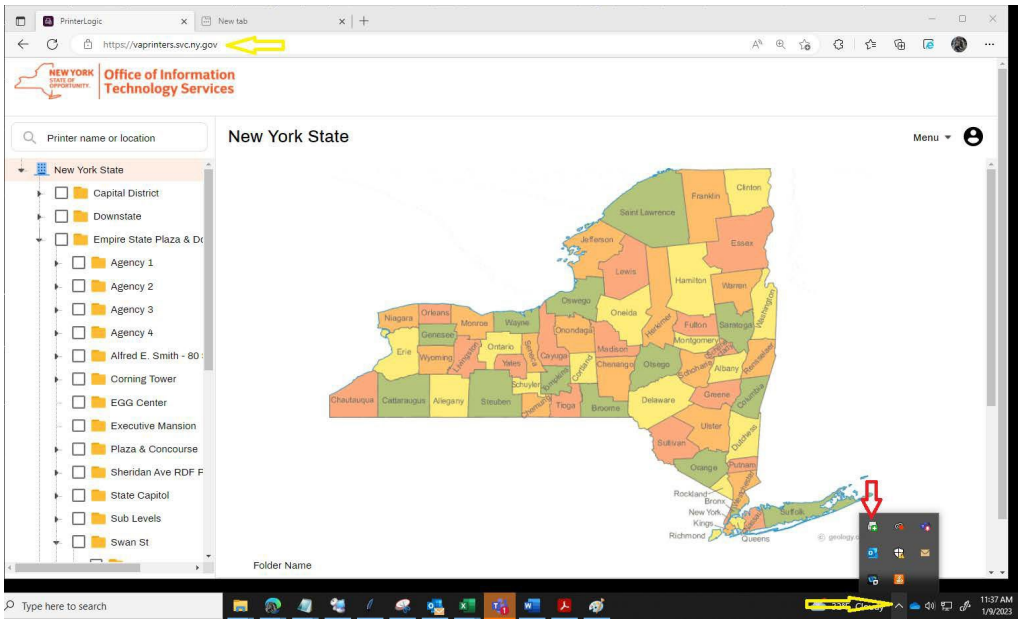
1. Logon to your device (Laptop\PC\VDI).
   Either find PrinterLogic icon (a printer with a green box with a white plus sign)in system tray located in the lower right hand corner of your screen or in All Programs and click on the Printer Installer folder to open for the full list of action, right click on the icon for the action you wish.





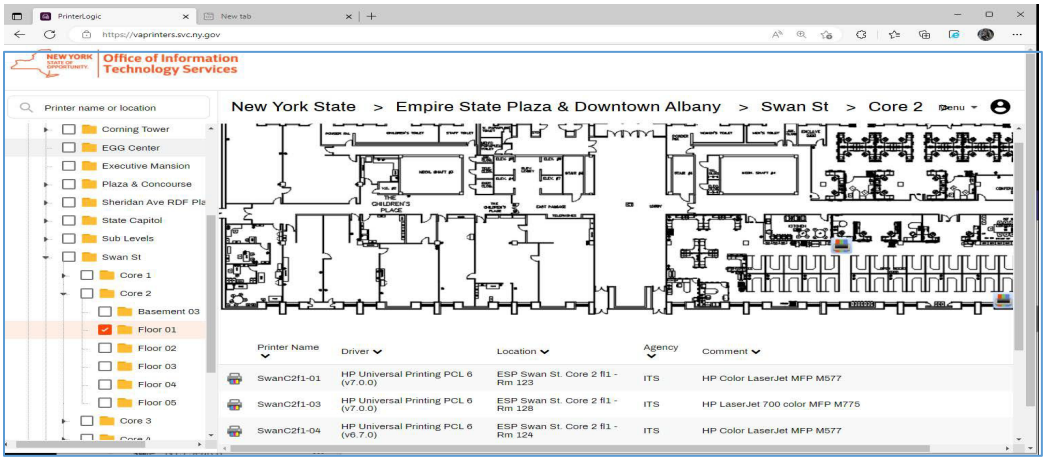


2. Alternatively, you can open a Web browser and navigate directly to [https://vaprinters.svc.ny.gov.](https://vaprinters.svc.ny.gov)

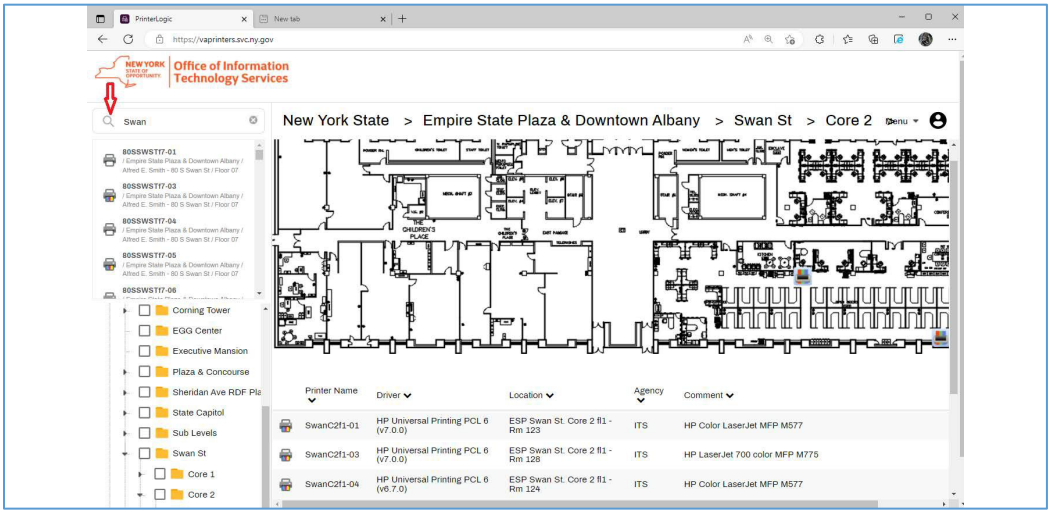


3. When the Printer Installer Web page opens, browse in the left navigation pane to find the location of your desired printer.

   Note that in most cases you will be automatically brought to your current physical location based on your device IP. The more narrow the IP range the closer to the printers nearest you.

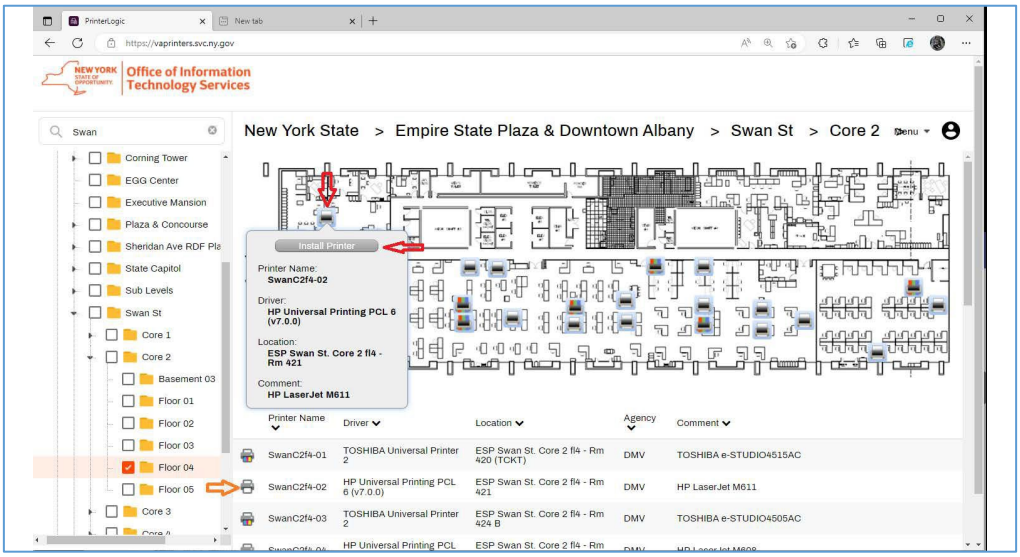


You also have the option of utilizing the search box by printer's name or Location.
The search box is located in the upper left.

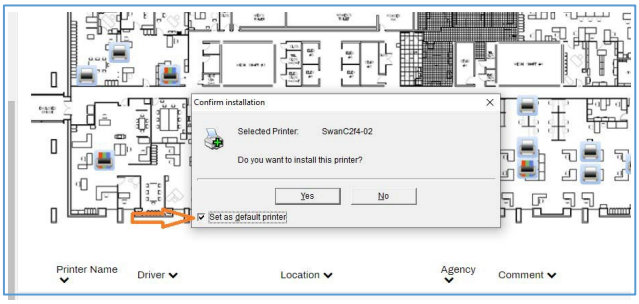


4. If the site with your printer has been mapped, you will also see a map of the floor with icons representing color and black-and-white printers. You can use this map to identify printers near you.

   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.



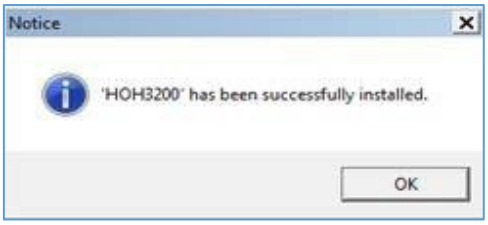
5. If you want this printer to be your *default* system printer, place a check in the box "Set as default printer." Otherwise, skip this step.



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.

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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