Commonwealth Enterprise Print | End User Instructions

This guide walks you through the setup and everyday use of Mass-Print and Mass-Scan, with detailed instructions, screenshots, and troubleshooting tips to help you get started and resolve common issues.

For a for common printing and scanning tasks, refer to the Commonwealth Enterprise Print Quick Start Guide.

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Introduction

Commonwealth Enterprise Print is a solution that allows Commonwealth employees to manage the printers they use in their office setting. It also allows for the secure release of printed documents at copiers and printers. This is enabled with the use of Mass-Print.

If enabled, a second application Mass-Scan allows for users to scan documents to One Drive or SharePoint, or email from multi-functional devices.

The guide below provides comprehensive end user instructions in the initial set up and use of these applications.

Before Getting Started

Ensure you have a Commonwealth-issued device.

These instructions are for Commonwealth-issued devices ONLY.

Ensure you are connected to the internet.

You must be connected either to the internet or the Commonwealth secure network to use Mass-Print. If you are working from home, ensure you are logged into the VPN.

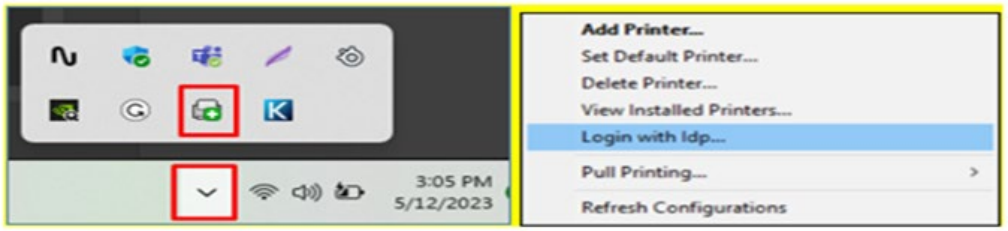
Set your default browser to Chrome.

Follow these steps to make Chrome your default browser:

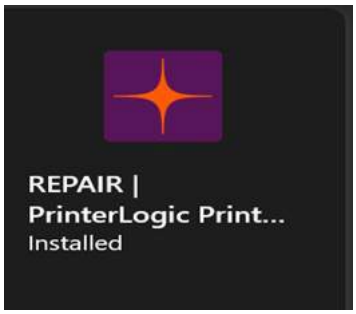
1. On your computer, click the **Start menu**.
2. Click **Settings**.
3. Open your **default apps**:
4. Original version: Click **System Default apps**.
5. At the bottom, under **Web browser**, click **your current browser**.
6. In the **Choose an app window**, click **Google Chrome**.

Ensure you have the Mass-Print icon installed on your device

Find the **Mass-Print icon** on your taskbar.



If you do not have the Mass-Print icon on your taskbar, go to the **Company Portal** and install the **Repair PrinterLogic tool**.

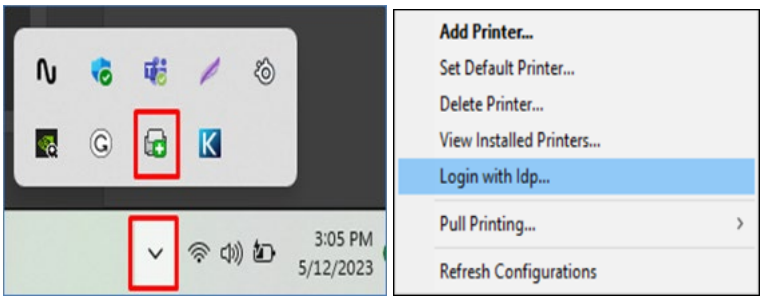


Mass-Print: Basic Printing

Sign in to Mass-Print

You will sign into the Mass-Print client on your device using your Commonwealth Azure AD account. The format of your Azure account should mirror your Commonwealth email address.

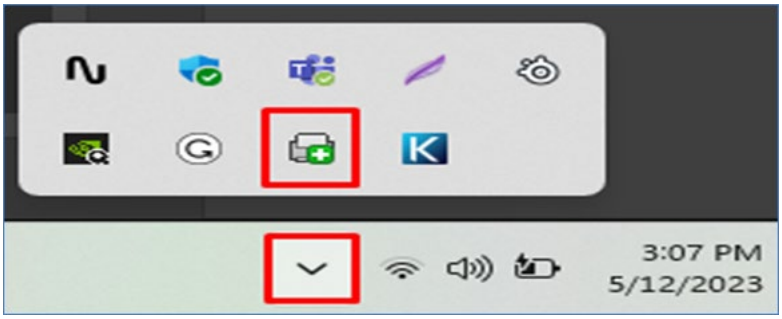
Step 1: Right click the **printer icon** > **Log in with idp…**



Step 2: The following screen will open in your internet browser; you are now logged in.

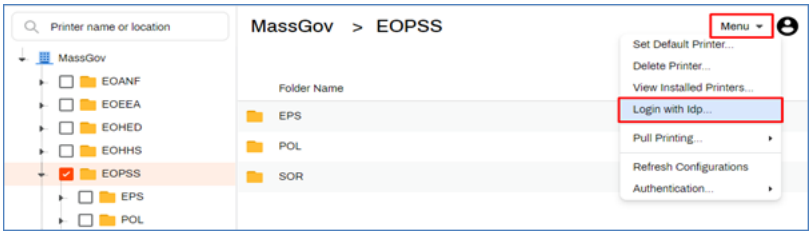


Step 3: Click the **printer icon** in your System Tray to open the **Self-Service Portal.**



Step 4: Confirm you are logged in correctly:

1. From the self-service portal, click on the **Menu** to open the drop-down and confirm that your email address appears next to **Login with Idp…** If it does not appear, click **Login with Idp…**

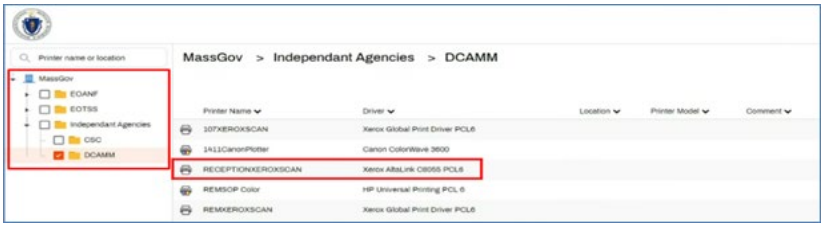


2. On the same page check the **user icon bubble** on the right. If your email address appears, you are correctly logged in. If not, click **Sign Out** – you will then be prompted to log in with your Azure account.



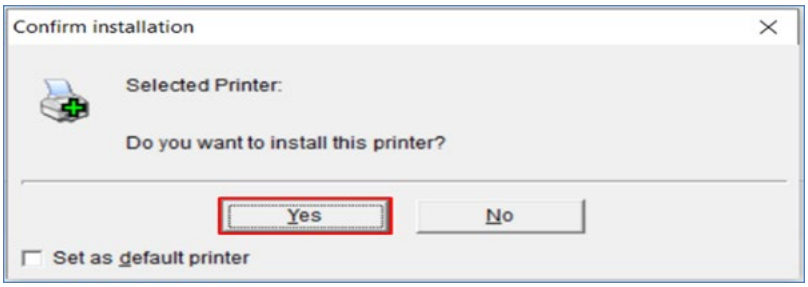
Install Your Printer(s)

Step 1: In the Mass-Print **Self-Service Portal**, select your agency folder from the left side menu.

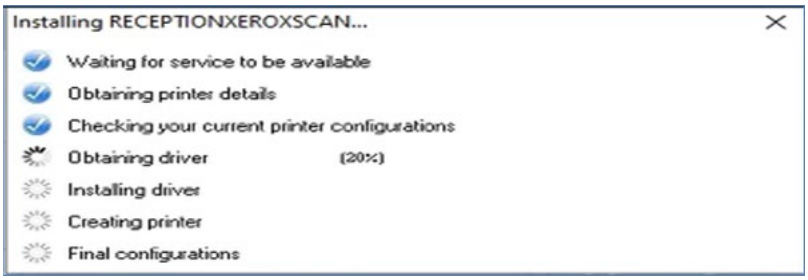


Step 2: Select the printer(s) you wish to install.

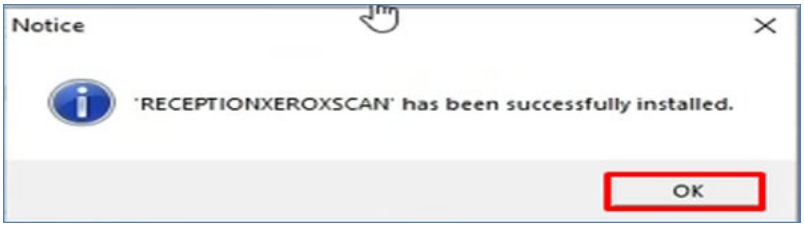
Step 3: A dialogue box will appear – click **Yes**; the installation process will start in a new window.



When the process is complete, this new window will close by itself.



Step 4: A dialogue box will appear; click **OK.**



The printer should now be installed and available for printing.

Mass-Print: Secure Release

Mass-Print Secure Release is a feature for Commonwealth staff who need to protect sensitive or highly confidential information to be printed at a printer. There are three ways to use the secure release feature **(PIN, Badge, or Follow You):**

- **PIN or Badge:** Staff will need to register their PIN or Commonwealth ID Badge to use Secure Release. Once registered, either can be used. Staff can swipe their Badge at the printer's control panel, and they can release output once users enter a PIN or login credentials on the printer's control panel.
- **Follow-You Printing:** Follow-You Printing extends the basic functionality of secure printing. It enables staff to release a print job to other compatible devices in their organization. For example, a user who works in two different buildings can submit a print job from their computer in Building A, and while on the way to a meeting in Building B, they can walk up to any Multi-Function Printer (with the embedded solution on it) to receive their print job.

Add the "Follow You" Print Queue

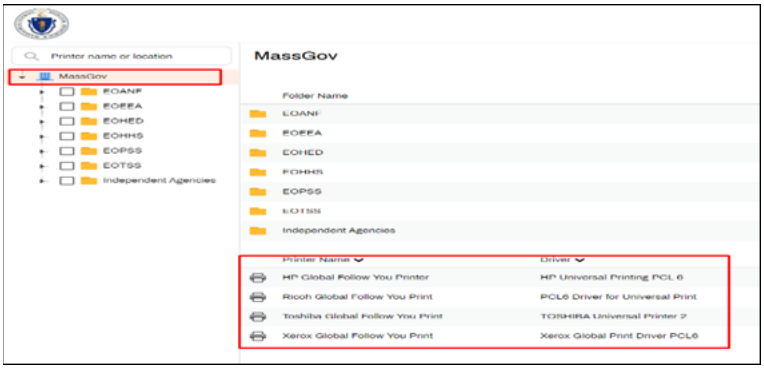
Use the steps below to add the Follow You print queue. Installing this print queue allows you to send a print job to any print device within Mass-Print. You will be able to release a print job to any print device within Mass-Print once you have authenticated with your Badge or email/PIN.

QUICK INSTRUCTIONS:

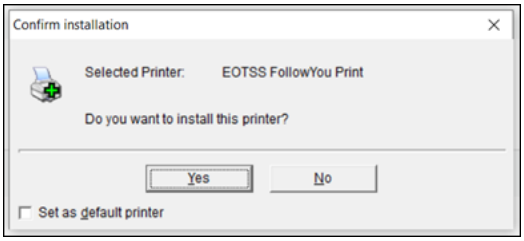
Self-Service Portal > select top level folder > select *FollowYou Print printer*> "Yes" > "OK"

LONG INSTRUCTIONS:

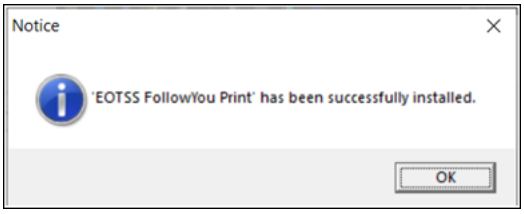
Step 1: From the Mass-Print Self-Service Portal, select the root Commonwealth of Massachusetts from the left-hand side menu, then select the Follow You Print printer.



Step 2: A dialogue box will appear; click **Yes**.



Step 3: A second dialogue box will appear; click **OK**.



Set or Reset your Mass-Print PIN

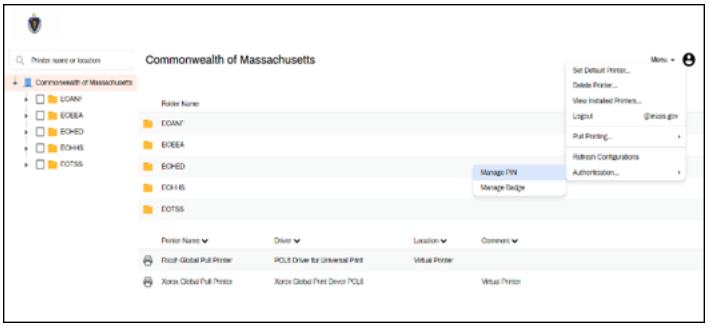
Use the steps below to both set up your PIN for the first time or reset your PIN on your own. If you do not have your Commonwealth ID badge, you may use your PIN to release your print jobs.

QUICK INSTRUCTIONS:

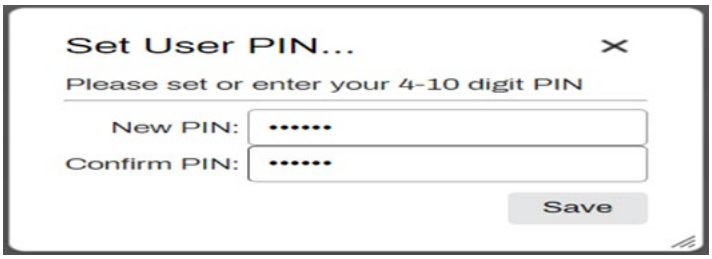
Self-Service Portal > "Menu" > "Authentication" > "Manage PIN" > enter and re-enter PIN > "Save"

LONG INSTRUCTIONS:

Step 1: From the Mass-Print Self-Service Portal, click **Menu** in the upper right-hand corner, then navigate to **Authentication** > **Manage PIN**.



Step 2: A "Set User PIN" screen will appear; set and confirm your PIN and click **Save**.



Register Your Commonwealth ID Badge

NOTE: The following steps require you to have physical access to the printer; please make sure you are onsite and able to access the printer.

QUICK INSTRUCTIONS:

Self-Service Portal > "Menu" > "Authentication" > "Manage Badge" > "Get Registration Code" > Mass-Print Control Panel (printer) > scan badge > enter code > "Register"

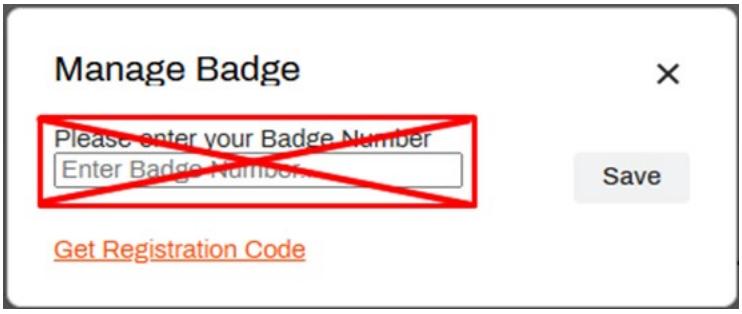
LONG INSTRUCTIONS:

Step 1: From the Mass-Print Self-Service Portal, click **Menu** in the upper right corner, then navigate to **Authentication** > **Manage Badge**.

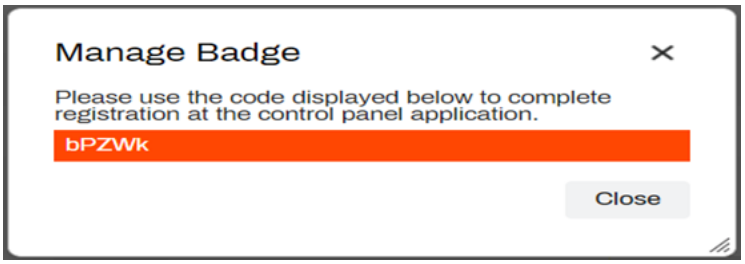


Step 2: A "Manage Badge" screen will appear; click **Get Registration Code** to generate your unique code.

Do not enter the code from the back of your card. Only copy the registration code.



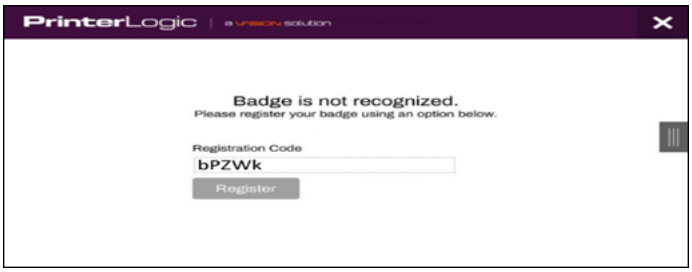
Step 3: Write down your registration code (case sensitive) and ***bring it with you to the printer.***



Step 4: Open the Mass-Print Control Panel Application from the printer.



Step 5: Scan your badge over the badge reader. Enter the registration code you wrote down in the new window under **Registration Code** and click **Register**.



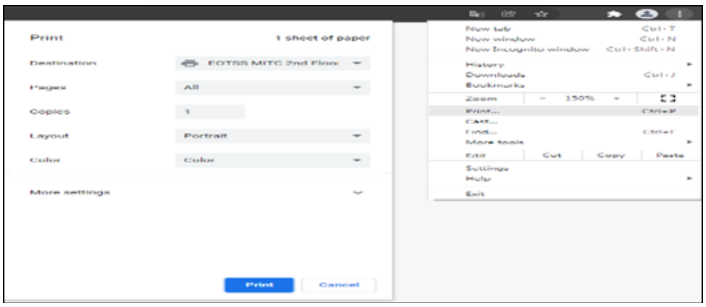
How to Print

QUICK INSTRUCTIONS:

"Print" > **FollowYou Print** printer > "Print" > select document(s) >" Print icon"

LONG INSTRUCTIONS:

Step 1: Click **Print** from your application. A "Print" window will appear; select the **FollowYou Print** printer then click **Print**.



Step 2: Open the Mass-Print Control Panel Application from the printer.

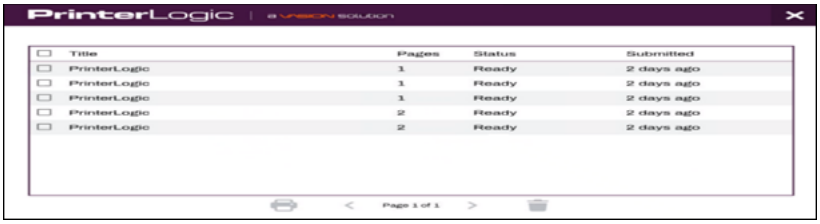
Step 3: Once you authenticate using your preferred method (badge or email/PIN), the release portal will display.

Step 4: Select the item(s) you wish to print, then click the **printer icon** at the bottom of the screen to print.

NOTE: If you intend to stage print jobs on hold, the jobs will only be held for 7 days (168 hours). After that time, the jobs will no longer be available, and you will not be able to recover them.

Step 5: Log out by clicking the **X** in the upper right corner of the screen.





Mass-Scan

How to use Mass-Scan Scan-to email/Scan-to One Drive/Scan-to SharePoint.

Register with Token Vault

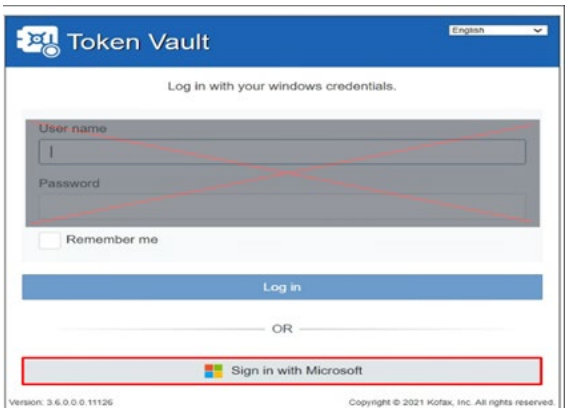
The first step to accessing the scanning workflows is to register with Token Vault. Ensure you have done this before attempting to scan a document. These initial steps are the same for any of the three (3) options, OneDrive, SharePoint, or email.

Mass-Scan Token Vault is a security feature that provides you authorization to use the scanning applications from a Multi-Function Printer (MFP).

Step 1: If teleworking on a non-Commonwealth network, login to VPN first.

Step 2: Open a browser and navigate to: https://tssprnh-wap7.cs.govt.state.ma.us:8381/

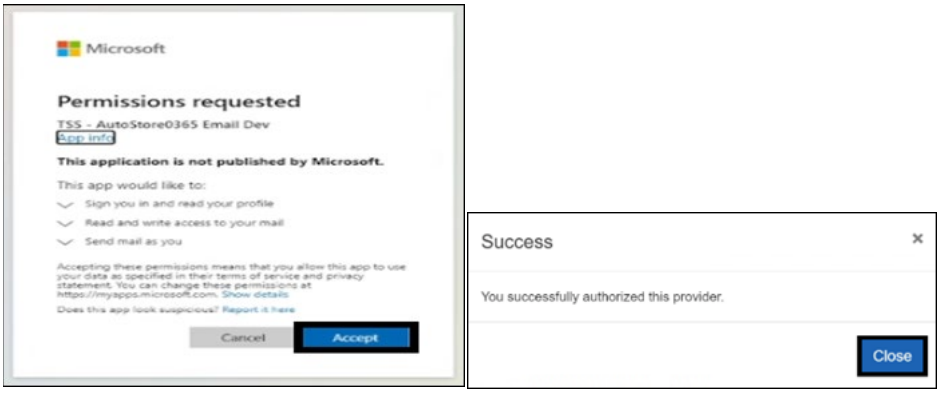
Step 3: From the "Token Vault" screen, select **Sign in with Microsoft**. Do not attempt to log in with username or password.



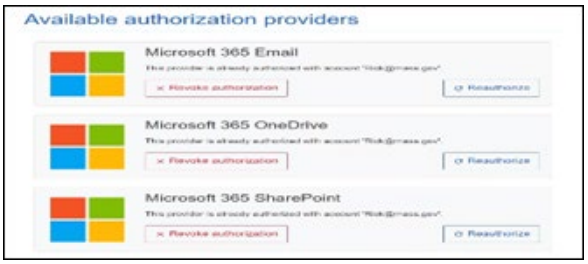
Step 4: On the new "Available authorization providers" page, you need to authorize the three applications, one by one, by clicking on **Authorize**.



Step 5: Once you click **Authorize** a new window will appear. Click **Accept** to give permission to the application. After the application is successfully authorized click **Close** in the new window.



Step 6: Continue with the authorization of all the applications to complete the Token Vault process.



Step 7: You are now fully authorized and can close the browser.

NOTE: If you access the scanning workflows but no folders appear, you may need to re-authorize your credentials in the Token Vault. For security, the system will delete the permissions if you don't use it for 90 days.

Scanning with an MFP using Mass-Print Authentication

If the Mass-Print application is installed, you must first authenticate with Mass-Print by swiping your badge or entering your username (@Mass.gov email) and PIN.

Step 1: Place the document to be scanned in the feeder or on the glass platen of the MFP.



Step 2: In the MFP panel select the **Mass-Print icon**.



NOTE: After selecting the Mass-Print icon, if the "print release screen" appears, select **Home**. If you don't see this screen, select the Mass-Print icon once more.



Step 3: Access using your email address and pin or swipe your badge.



Step 4: Select the **Capture workflow** icon.



Step 5: In the new Window, **select** OneDrive, SharePoint, or Email.



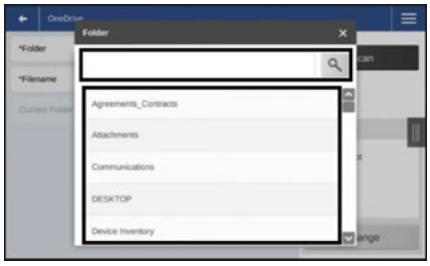
Scanning to OneDrive

Step 1: From the Mass-Scan workflow, select the **OneDrive icon**.

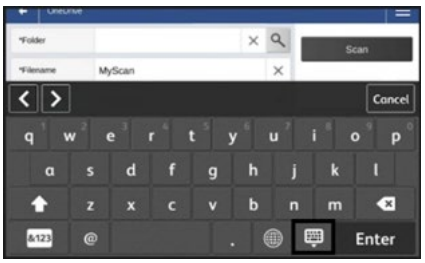


Step 2: From the new window, choose your **OneDrive folder**: select the blank space in **Folder;** a new Window will appear with your folders - you can search or select the folder directly in the list.





Step 3: To modify the filename: click the ***Filename** blank section then use the keyboard that appears; once complete select the **collapse keyboard icon**.

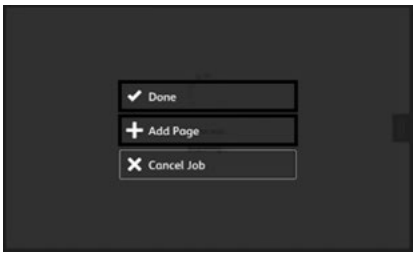


Step 4: Select **Scan** to scan the document; the folder selected in the previous step can be viewed in the **Current folder** section.



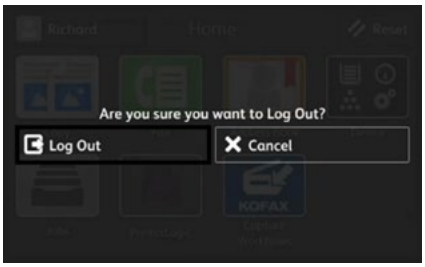
Step 5: In the new Window you can:

- Add a new page to the document by selecting **+ Add Page**
- Complete the process by selecting **Done**
- Cancel the process by selecting **X Cancel Job**



Step 6: To log out: select the icon with your name in the upper left of the screen; on the next screen select **Log Out**.



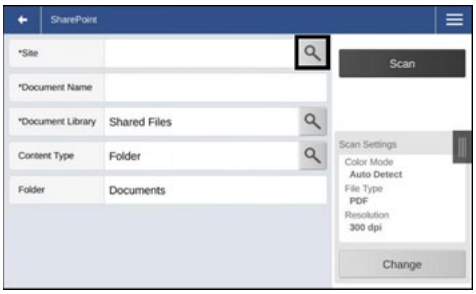


Scanning to SharePoint

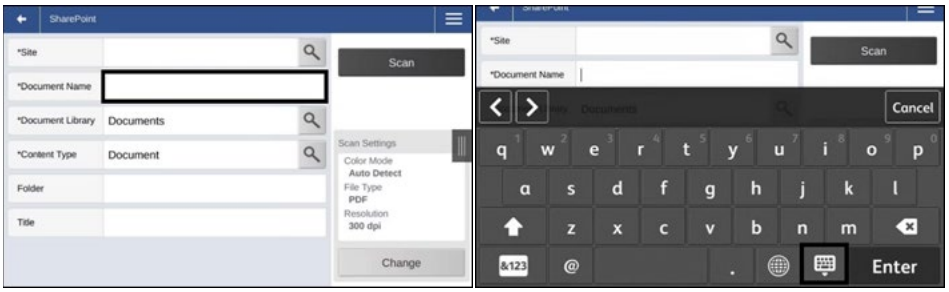
Step 1: From the Mass-Scan workflow select the SharePoint icon.



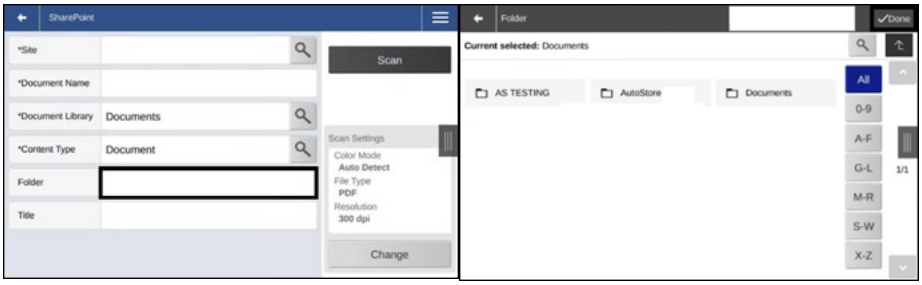
Step 2: Select the site field: select the Magnifying Glass Icon next to ***Site**; in the new window select the **SharePoint site**.



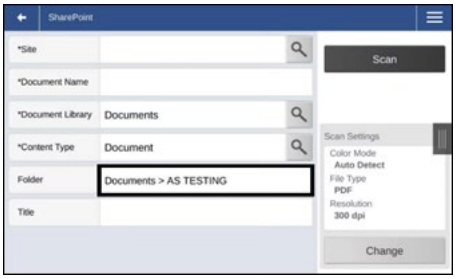
Step 3: Modify the name of the file: click the ***Document Name** section and use the keyboard that will appear; once complete select the **collapse keyboard icon**.



Step 4: In the new window, select the folder inside your SharePoint Site: select **Folder**, then select your folder from the new window that will appear; select **Done** to complete the process.

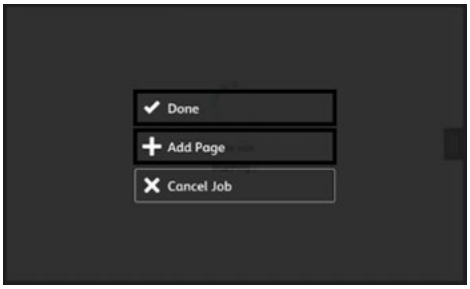


Step 5: Select **Scan** to scan the document - the folder selected in the previous step can be viewed in the **Folder** section.



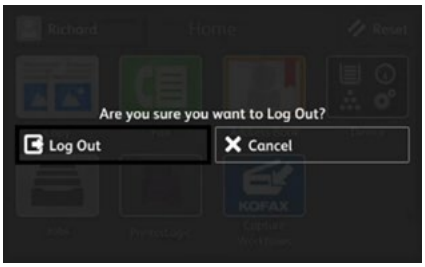
Step 6: In the new Window you can:

- Add a new page to the document by selecting **+ Add Page**
- Complete the process by selecting **Done**
- Cancel the process by selecting **X Cancel Job**



Step 7: To log out: select the icon with your name in the upper left of the screen; on the next screen select **Log Out**.





Scanning to Email

Step 1: From the Mass-Scan workflow select the **Email** icon.



Step 2: In the new window select the **Search** magnifying glass icon next to the ***To** field.



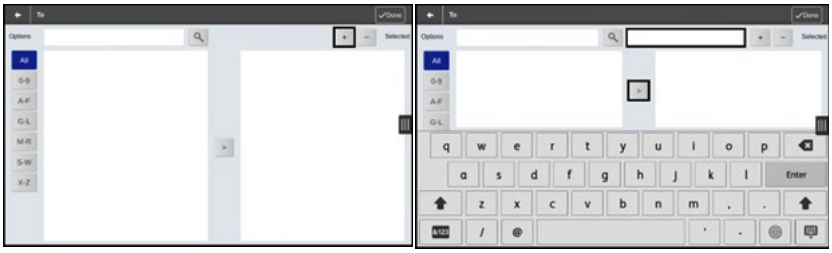
Step 3: In the new window click in the blank space, and after typing the name of the intended **recipient**, click on the magnifying glass.



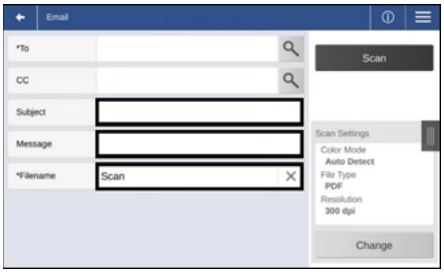
Step 4: Select the name of the mail **recipient**, click on the arrow icon "**>**" to move the recipient to the right pane; repeat to add more recipients. Once complete, select **Done**.



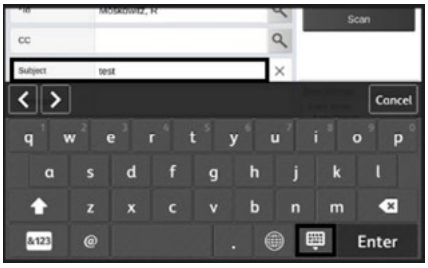
To add a non-Commonwealth email: Select the plus sign, a blank space will appear at the left - click on it, write the email with the keyboard and click on the "**>**" to move the recipient to the right pane.



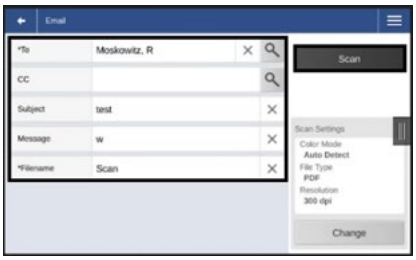
Step 5: Enter the **Subject**, **Message**, and ***Filename** (name of the scanned file) by selecting the blank space and using the keyboard that will appear.



Step 6: Once you are ready select the collapse keyboard icon.

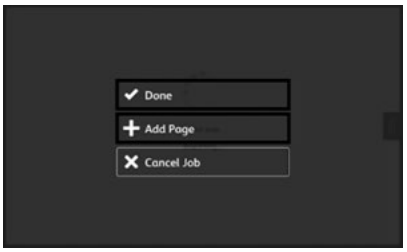


Step 7: With all the data filled, you are ready to send the scanned file to the destination. Select **Scan** to scan the file.



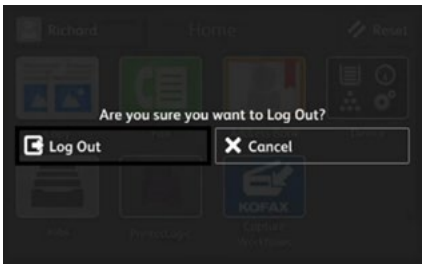
Step 8: In the new Window you can:

- Add a new page to the document by selecting **+ Add Page**
- Complete the process by selecting **Done**
- Cancel the process by selecting **X Cancel Job**



Step 9: To log out: select the icon with your name in the upper left of the screen; on the next screen select **Log Out**.





FAQs

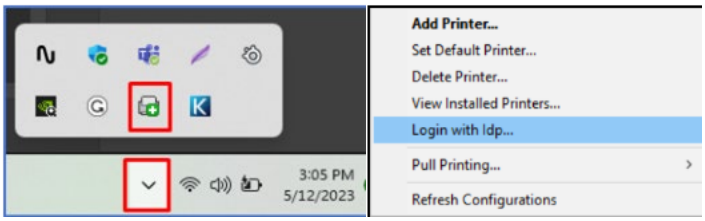
How do I access the Mass-Print Self-Service Portal?

There are two (2) ways to access the Self-Service Portal:

1. Left click the Printer icon in your System Tray
2. Navigate to https://eotss-massachusetts.printercloud.com/

How do I confirm I am logged into Mass-Print correctly?

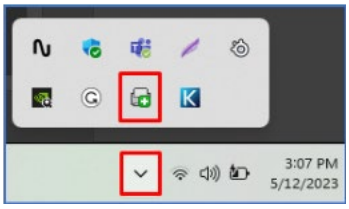
Step 1: Right-click the **printer icon** in your System Tray, Select **Login with Idp.**



Step 2: A "PrinterCloud Desktop" screen will open in your internet browser; you are now logged in.



Step 3: Click the **printer icon** in your System Tray to open the Self-Service Portal

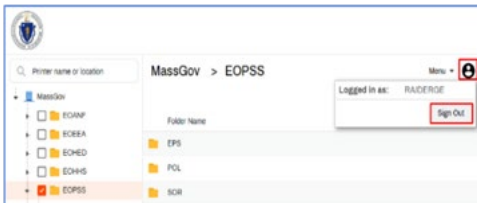


Step 4: Confirm you are logged in correctly: click **Menu** – confirm your email address appears next to **Login with Idp... .** If not, click **Login with Idp...** .



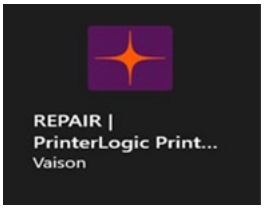
On the same page check the icon on the right – if your email address appears, you are correctly logged in.

If something different appears click **Sign Out** – you will then be prompted to log in with your Azure account.



What if I don't have the Mass-Print Icon?

Log into **Company Portal**. Select the **Repair Tool** and install it.



How do I delete a printer?

In the **Start Menu** under **Mass-Print**, select **Delete Printer**. When the "Select a printer to delete" window appears, select the printer you want to remove and then click **Delete Printer**.

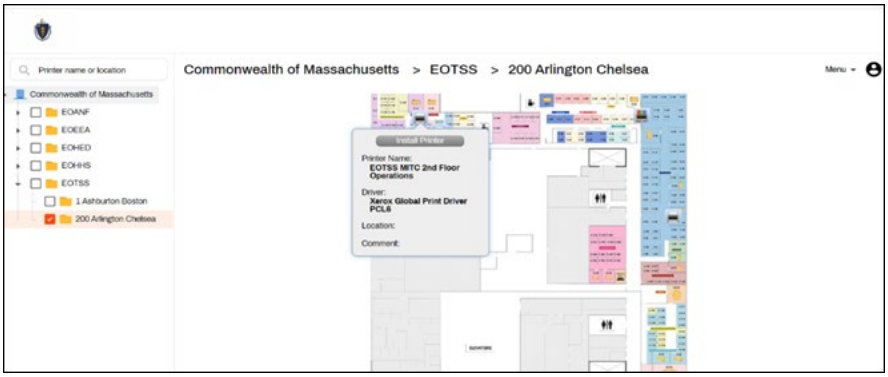
How do I set my default printer?

You can set the default printer by **right clicking the Printer icon** in your System Tray and then selecting **Set Default Printer**.

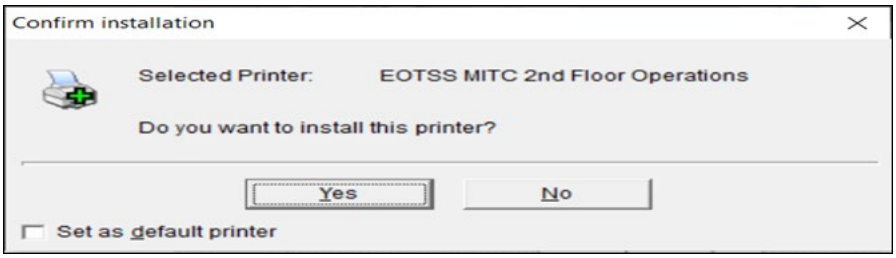
I need to install a specific printer. What do I do?

Installing a specific printer will allow you to send a print job directly to that printer, without the need to authenticate with your badge before the job is released. If you are located in a different office, you can still use these same steps - the Mass-Print Agent is location aware.

Step 1: From the Mass-Print Self-Service Portal, select **your Secretariat** from the left-hand side menu, then select **your location**. Using the floor map provided, hover your mouse over the printer you wish to add, then click **Install Printer.**



Step 2: A dialogue box will pop up confirming that you want to install the printer; click **Yes**.



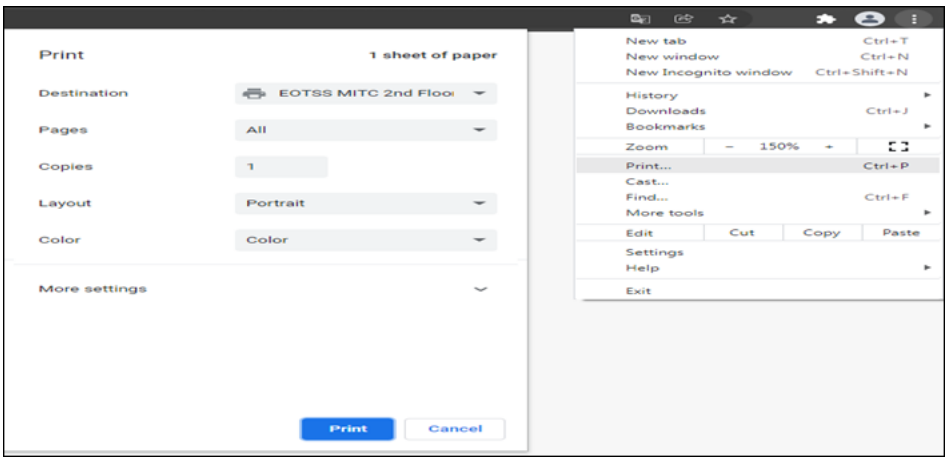
Step 3: A confirmation window will appear; click **OK**.



I want to print directly to a specific printer. What do I do?

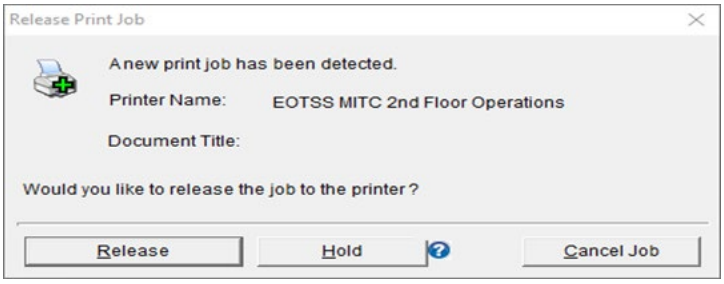
You may send a print job directly to a specific printer, as long as you have installed the printer (see above).

Step 1: Click **Print** from your application. The "Print" screen will appear; select the **printer** you want to print to, and click **Print**.



NOTE: If you intend to stage print jobs on hold, the jobs will only be held for 7 days/168 hours. After that time, the jobs will no longer be available, and you will not be able to recover them.

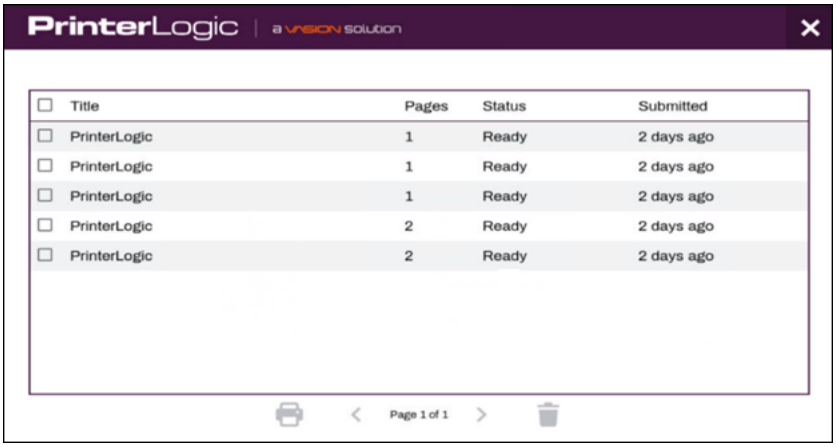
Step 2: A "Release Print Job" window will appear – click **Hold**.



Step 3: Open the **Mass-Print Control Panel** Application from the printer. Once you authenticate using your preferred method (badge or email/PIN), the release portal will display. **Select the item(s)** you wish to print, then click the **printer icon** at the bottom of the screen to print.

Please remember to log out by clicking the "X" in the upper right-hand corner of the screen.


Log In
Home
Reset
Copy
Email
Scan_to_OneD
Fax
Jobs
Device
PrinterLogic


PrinterLogic
a VISION solution
Title
Pages
Status
Submitted
PrinterLogic 1 Ready 2 days ago
PrinterLogic 1 Ready 2 days ago
PrinterLogic 1 Ready 2 days ago
PrinterLogic 2 Ready 2 days ago
PrinterLogic 2 Ready 2 days ago
Page 1 of 1

Helpful Links

Active Directory (AD) Account

How to Reset Your Password

https://www.mass.gov/info-details/how-to-reset-your-password

Enterprise Print

Mass-Print Self-Service Portal

https://eotss-massachusetts.printercloud.com/

Enterprise Print Services

https://www.mass.gov/enterprise-print-services

Enterprise Print Quick Start Guide

https://www.mass.gov/doc/commonwealth-enterprise-print-quick-start-guide/download

Support

Request IT support or services

https://www.mass.gov/how-to/request-it-support-or-services

ServiceNow Portal

https://massgov.service-now.com/sp