Commonwealth Enterprise Print | Quick Start Guide

Use this guide for common printing and scanning tasks. Refer to the comprehensive Commonwealth Enterprise Print End User Instructions for detailed procedures and screenshots.

First Thing's First

- ✓ Use a Commonwealth-issued device.
- ✓ Connect to the Commonwealth network, or VPN if working remotely.
- ✓ Sign in to Mass-Print with your Azure/Commonwealth ID account.
- ✓ If the Mass-Print icon is missing, install the Repair PrinterLogic tool from Company Portal.

Step 1: Install a Printer

1. Open the **Mass-Print Self-Service Portal**.
2. **Browse** to your agency or office folder(s).
3. **Select** the printer you want.
4. Click **Yes** to install.

Step 2: Print Securely

1. Select the Follow You Print queue.
2. Authenticate with your badge or email/PIN.
3. Release your print job.
4. Log out when finished.

Step 3: Scan Documents

1. Complete the one-time Token Vault authorization.
2. Choose Capture Workflow.
3. Select OneDrive, SharePoint, or Email.
4. Scan your document.

Common Issues & Quick Fixes

Issue	What to Do
I don't see the Mass-Print icon	Open **Company Portal** and install the **Repair PrinterLogic** tool. Once the installation is complete, confirm the Mass-Print icon appears in your Windows taskbar.
I forgot my PIN	Open the **Mass-Print Self-Service Portal**, then go to **Menu > Authentication > Manage PIN** to create a new PIN or update your existing one.
My Commonwealth ID badge isn't working	In the **Mass-Print Self-Service Portal**, go to **Menu > Authentication > Manage Badge** to register or re-register your badge. You'll need to complete the registration process at a compatible printer: <<Badge Registration Instructions Section in End User Guide>>
I can't scan to OneDrive, SharePoint, or Email	If your folders or email options aren't available, your Microsoft authorization may have expired. Reauthorize your account using **Token Vault**, then try scanning again: <<Token Vault Instructions Section in End User Guide>>

Resources

Mass-Print Self-Service Portal

TSS Enterprise Print Services on Mass.gov

Commonwealth Enterprise Print End User Instructions

Support

Report an issue to the TSS Service Desk:

Call **844-435-7629** or submit an **Incident** or **Chat** with the Service Desk through the **ServiceNow Service Portal**.