

EOTSS Enterprise Print: PrinterLogic Set Up and User Instructions



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*Prepared by the Massachusetts Executive Office of Technology Services and Security
Last Updated: February 7, 2022*

What you need to Know


EOTSS will be transitioning away from Xerox Workplace Suite to PrinterLogic SaaS, a cloud hosted print management system. The PrinterLogic Workstation Client has already been installed on your EOTSS computer which will allow you to interact with the new print management system. Beginning Saturday, February 26, 2020, the authentication component of Xerox Workplace Suite will be removed from the printers. Therefore, you will need follow the steps outlined in this guide to ensure you can properly function with the new system.

Ensure your device is Ready

Before getting started, you need to ensure that:

You have set your default browser to Chrome.

Follow the steps to make Chrome your default browser.

Step 1: On your computer, click the Start menu .

Step 2: Click Settings .

Step 3: Open your default apps:

- **Original version:** Click System > **Default apps.**
- **Creators Update:** Click Apps > **Default apps.**

Step 4: At the bottom, under "Web browser," click your current browser.

Step 5: In the "Choose an app" window, click **Google Chrome.**


The PrinterLogic Agent is installed on your computer.

Navigate to your system tray bottom right side of your desktop bar and validate the client is installed.



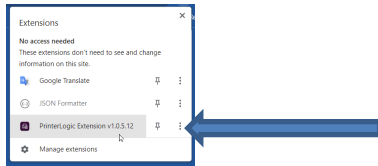
The Chrome Browser Extension is installed in your Chrome Browser

Open Chrome browser and verify the extension is installed.

Click on the  at the top right of the browser.



In the popup verify the PrinterLogic Extension is listed.



IMPORTANT: If either the Workstation Client or the Browser extension is missing, STOP and contact Support.

You have a Commonwealth-issued device.

These instructions are for Commonwealth-issued devices ONLY.

You are connected to the internet.

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

Sign in to PrinterLogic

You will sign into the PrinterLogic client on your device using your Commonwealth Azure AD account. For more information on your Commonwealth Azure AD account, click [here](#).

INSTRUCTIONS

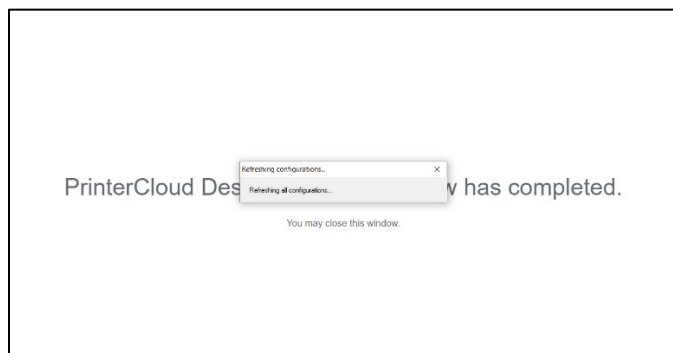
Step 1: Right-click the printer icon in your System Tray.



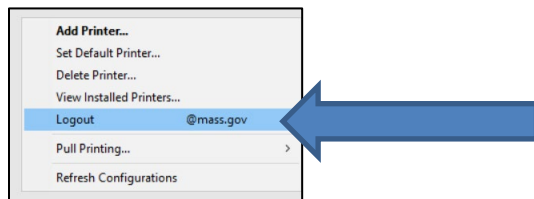
Step 2: Select "Login with idp..."



Step 3: The following screen will open in your internet browser; you are now logged in!



Step 4: To confirm you are logged in, right click the printer icon in your system tray; you should now see “Logout xxx.xxx@mass.gov”.

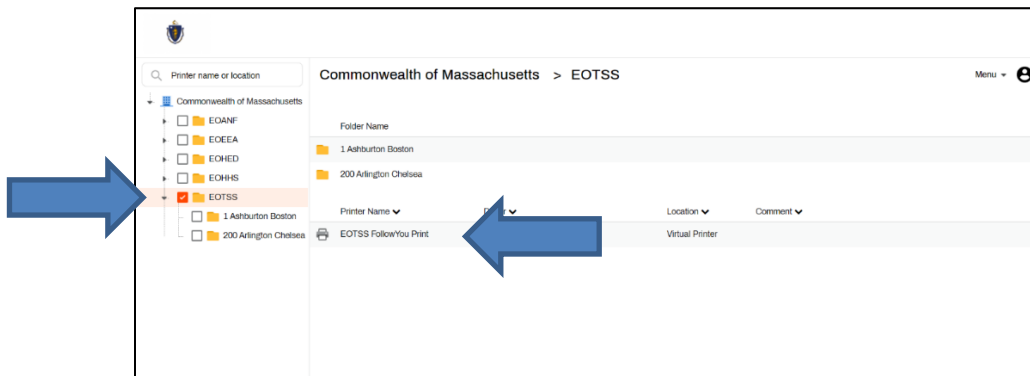


Add the “Follow You” Print Queue

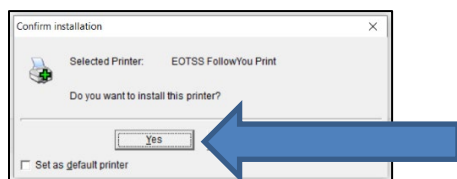
Use the below steps to add the “Follow You” print queue. *Installing this print queue will allow you to send a print job anywhere, and will only release to a printer once you have authenticated with your badge or email/PIN.*

INSTRUCTIONS

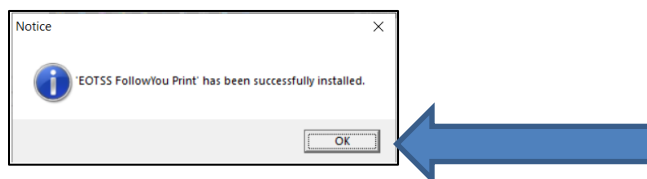
Step 1: [From the PrinterLogic Self-Service Portal](#), Left-Click the “EOTSS” folder from the left-hand side menu, then select “EOTSS Follow You Print”.



Step 2: The following dialogue box will appear; click “Yes”.



Step 3: The following dialogue box will appear; click “OK”.

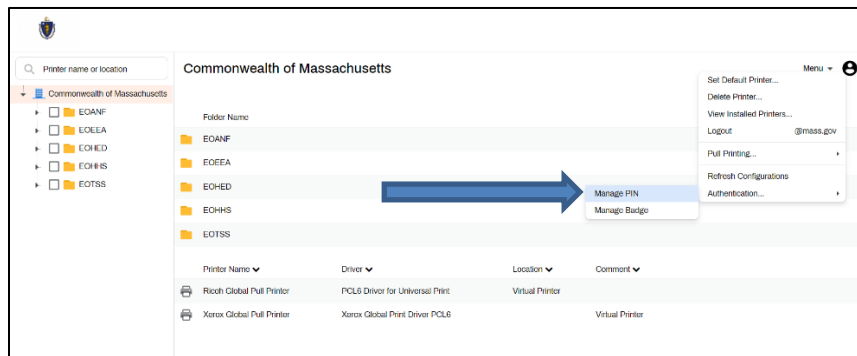


Set or Reset your PrinterLogic PIN

Use the below steps 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.*

INSTRUCTIONS

Step 1: [From the PrinterLogic Self-Service Portal](#), click “Menu” in the upper right-hand corner, then navigate to “Authentication”, “Manage PIN”.



Step 2: The below screen will appear; set and confirm your PIN and click “Save”.

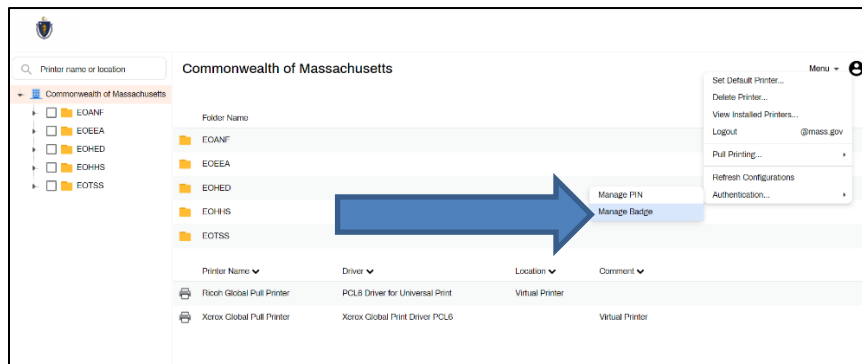
A screenshot of the 'Set User PIN...' dialog box. It contains a prompt 'Please set or enter your 4-10 digit PIN' and two input fields: 'New PIN:' and 'Confirm PIN:'. Both fields are filled with asterisks. A 'Save' button is located at the bottom right of the dialog.

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.

INSTRUCTIONS

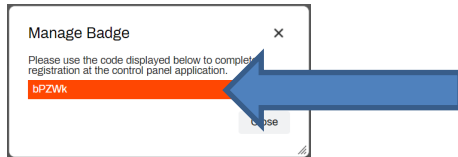
Step 1: [From the PrinterLogic Self-Service Portal](#), click “Menu” in the upper right-hand corner, then navigate to “Authentication”, “Manage Badge”.



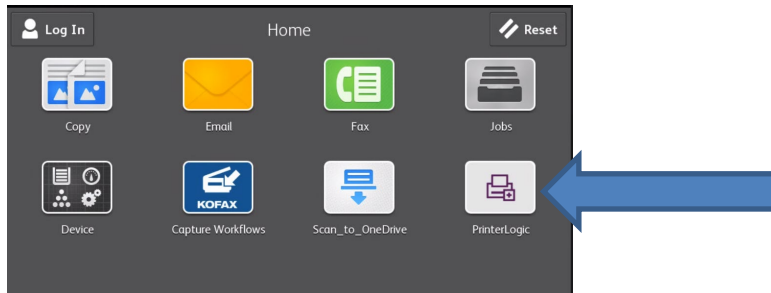
Step 2: The following screen will appear; click “Get Registration Code”.

A screenshot of the 'Manage Badge' dialog box. It contains a prompt 'Please enter your Badge Number' and an input field labeled 'Enter Badge Number...'. A blue arrow points from the 'Get Registration Code' link, which is highlighted in red, to the input field. A 'Save' button is located at the bottom right of the dialog.

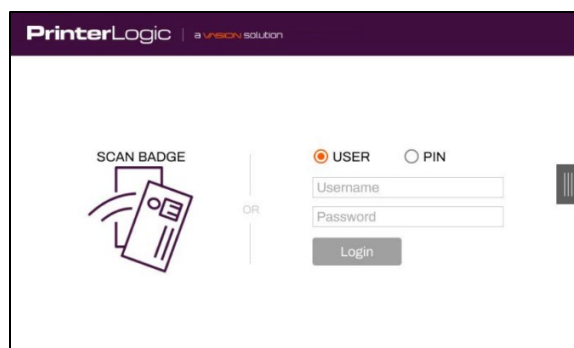
Step 3: write down your registration code (case sensitive) and bring it with you to the printer.



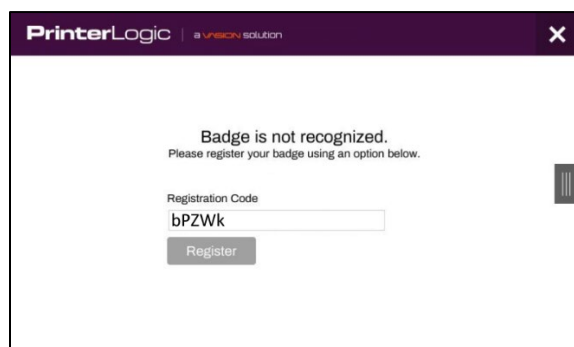
Step 4: Once at the Printer, select the PrinterLogic App Icon.



Step 5: The PrinterLogic Control Panel Application will open from the printer.



Step 6: Scan your badge over the badge reader. You will see the below screen; enter the registration code you wrote down and click “Register”.

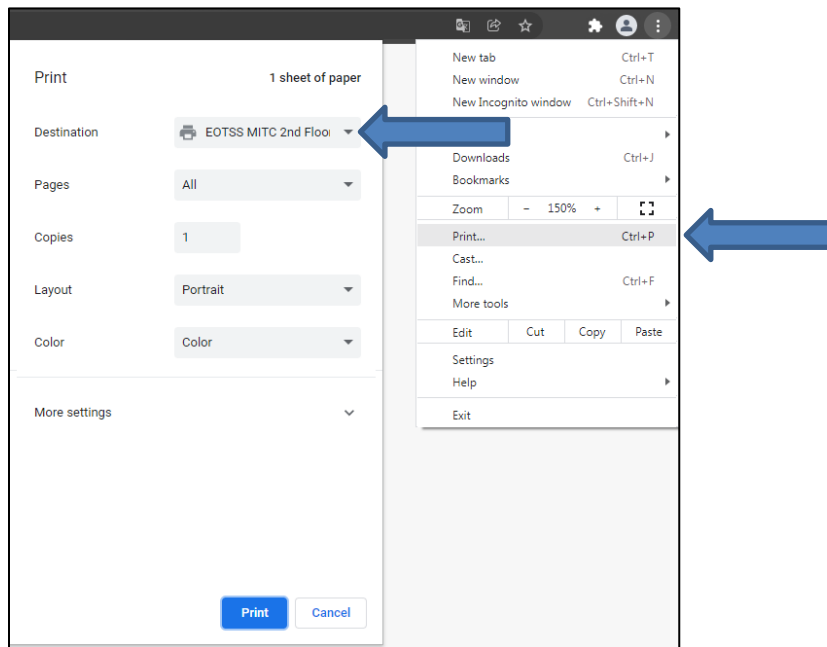


Your badge is now registered.

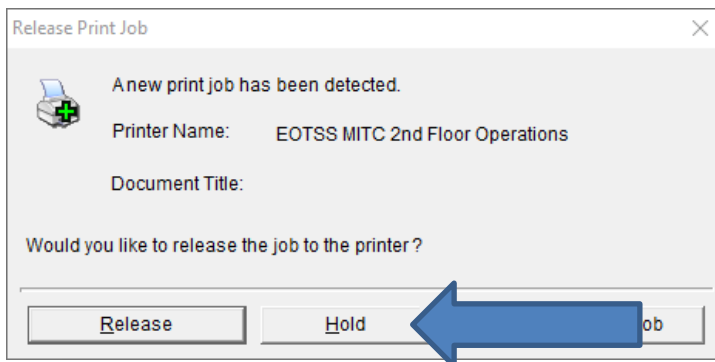
I want to print directly to a specific printer. What do I do?

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 below screen will appear; select the printer you want to print to, and click “Print”.

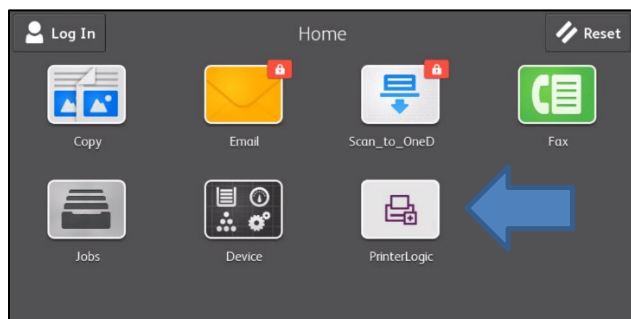


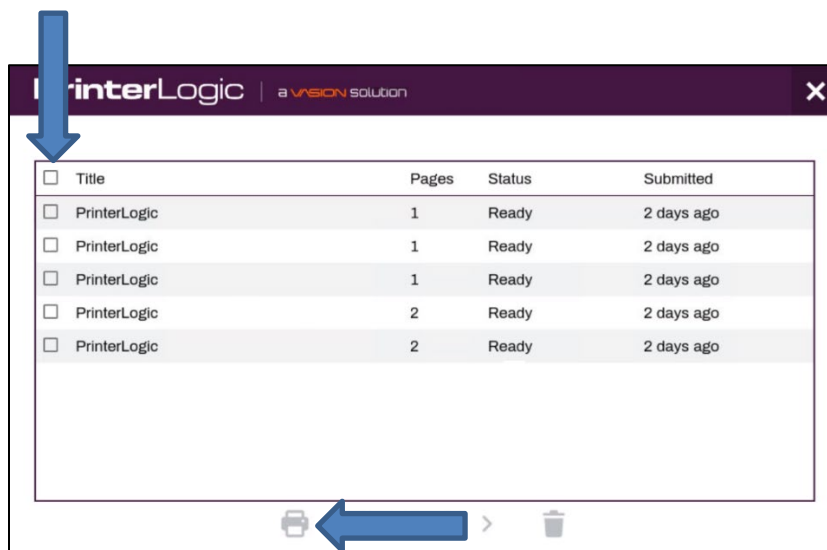
Step 2: The below Release Print Job window will appear; click “Hold”.



Step 3: Open the PrinterLogic 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.





Helpful Links

Active Directory (AD) Account

How to reset your password

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

PrinterLogic

PrinterLogic Self-Service Portal

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

Support

Request IT support or services

TSS-SG-EnterprisePrintManagementTeam@mass.gov

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

ServiceNow Portal

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