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# PrinterLogic Documentation - Workforce

## I. Purpose

This documentation contains instructions for VUMC Workforce members, using either the shared or stand-alone workstations, needing to convert from existing VUMC IT managed printers to PrinterLogic and outlines the information required to access the self-serve portal and maintain printing capabilities from a workstation.

## II. Introduction

VUMC IT Desktop Engineering is converting existing VUMC IT managed printers to PrinterLogic, for both Clinical and Administrative systems, to maintain existing print capabilities as VUMC transitions to more secure and modern technology.

The rollout impacts all VUMC IT-managed printers as well as workstations with current mapping to a printer for local Windows print (i.e., MS Word, Email, websites). Pilots start in late 2021 with enterprise deployment expected by groups throughout 2022.

The move to PrinterLogic will:

- **Establish** an enterprise print management solution **for VUMC**
- Help **every VUMC workforce member** get easier access to printing
- **Enable** easy management **of printers** from your workstation
- **Ensure Azure-Active Directory joined Windows 10 devices** maintain existing print capabilities

See the *Enterprise Print Management & PrinterLogic [Overview](#)* document for an overview of the initiative, what to expect, and the workforce benefits.

**Important:** Printers and scanners defined within Epic (eStar) are unaffected

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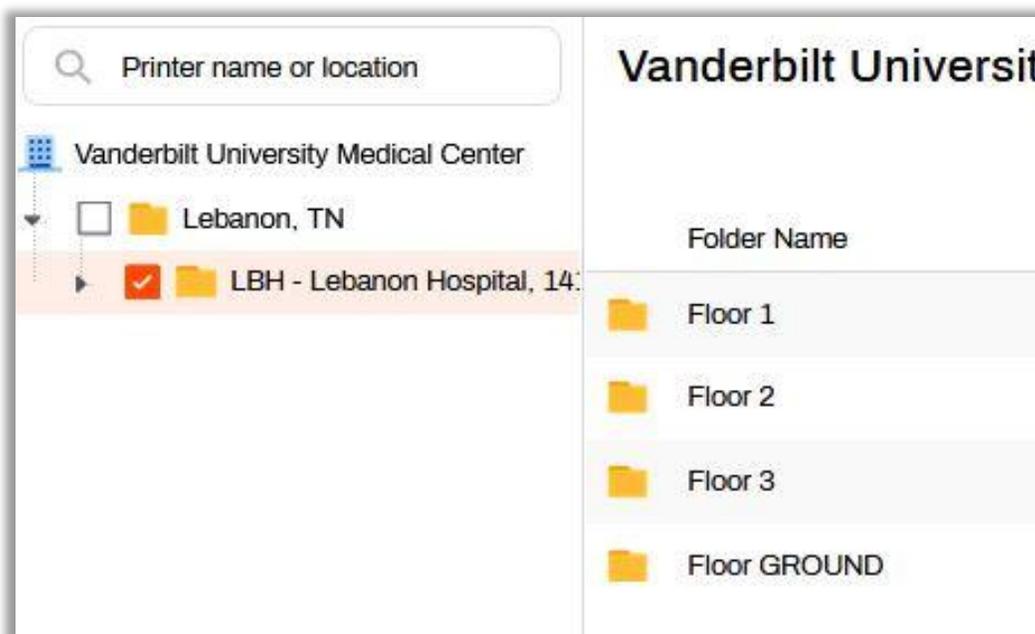
## III. Self-Service Portal Navigation

From a browser, browse to the Self-Service Portal URL <https://vumc.printercloud.com>  
(The recommended best practice is to bookmark the URL for easy access to the portal.)

**Please note:** Most of the self-service functions are accessible from the System Tray.

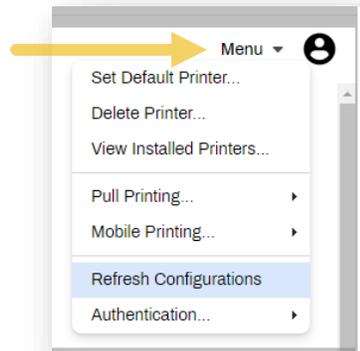
### A. Tree View

The hierarchy on the left side of the Self-Service Portal window is called the "Tree View."



## B. Menu

- The menu in the upper right corner of the Self-Service Portal provides quick access to printers so that you can set a specific printer as your default, delete a printer, or to view the printers you currently have installed on your workstation.



- The client on your workstation is set to regularly “check in” with PrinterLogic.
  - The Self-service Portal menu provides the Refresh Configurations button to enable you to manually force the client to check in with PrinterLogic. This update option can be useful in cases where your administrator has updated a driver that you want or need immediately.
  - Rather than waiting for the next time the client checks in, you can force the retrieval of the updated drivers.

## IV. PrinterLogic Desktop Client

### A. Access

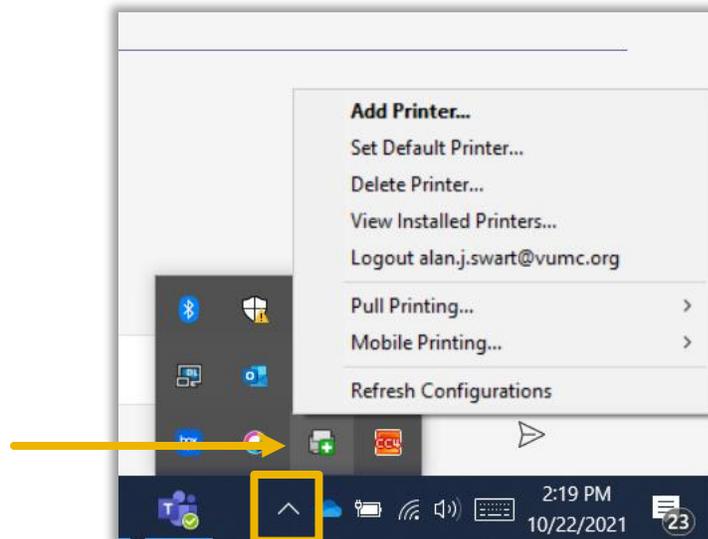
Access PrinterLogic either through the System Tray or the Start Menu.

The client is a piece of software installed on your workstation. It enables your workstation to communicate with PrinterLogic. Why is this communication important? Well, the client installed on your computer checks in with PrinterLogic on a regular basis. If your administrator has made changes to settings or updates to drivers that are already installed on your computer, then the client will be able to apply those changes or updates to your computer automatically.

- System Tray



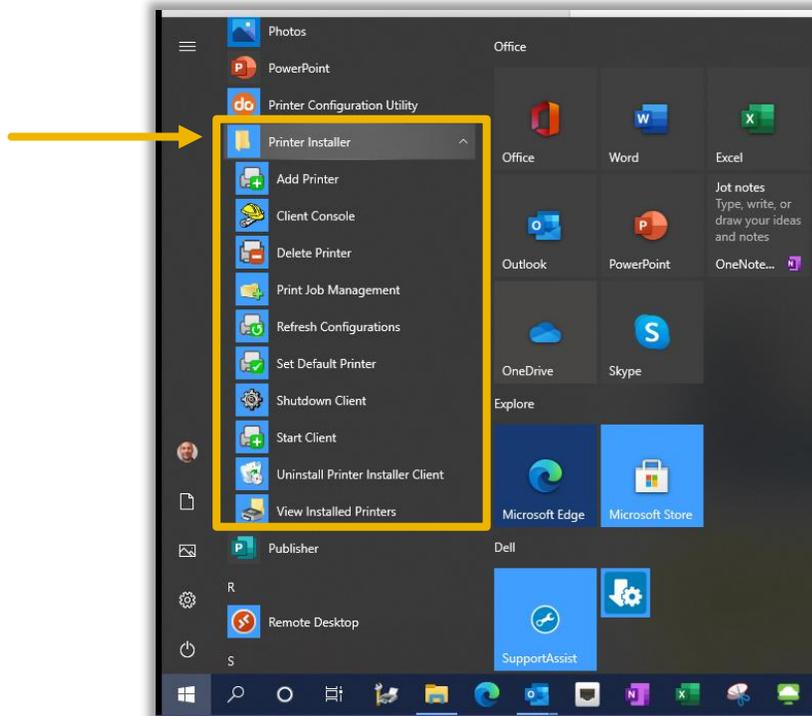
Right-click the **PrinterLogic icon** in the system tray (area near the date/time).



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- Start Menu

Click the **Start Menu**. Options will be listed under "Printer Installer."



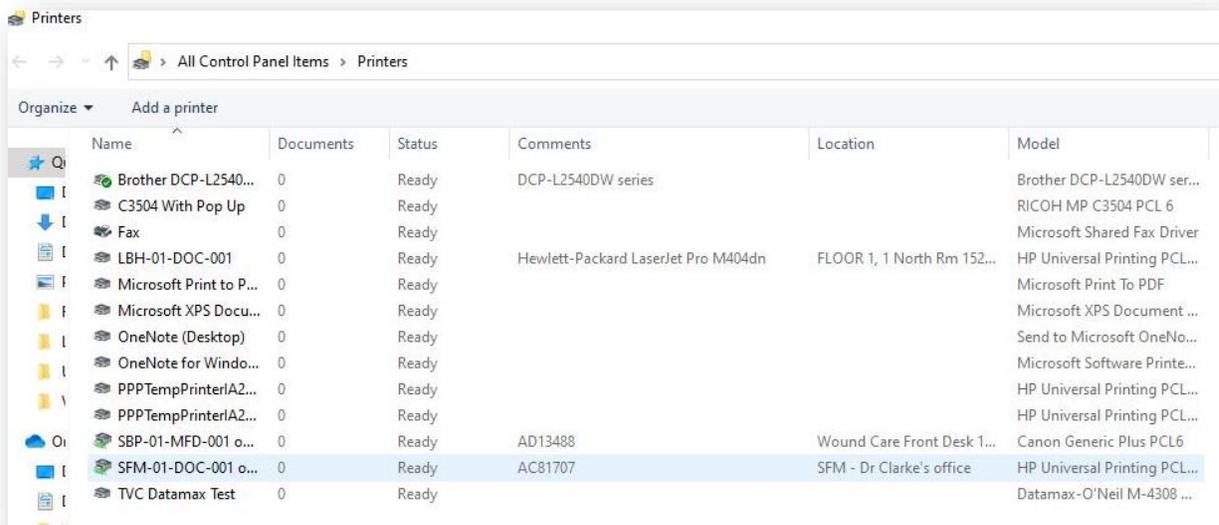
# PrinterLogic Documentation - Workforce



## B. View Installed Printers

The View Installed Printers option will appear in both the Start Menu and by right-clicking the **Add Printers icon** in the System Tray.

- This feature can be valuable for both administrators and workforce members to identify which printers have been installed on a workstation.
- Clicking the **View Installed Printers** option opens the Printers window.
- With the printers appearing in the list, take notice of the options in the Printers window toolbar, or more specifically Add a Printer, Set as Default, Delete this Printer, and so on. Selecting **View Installed Printers** will open a new window, similar to below.

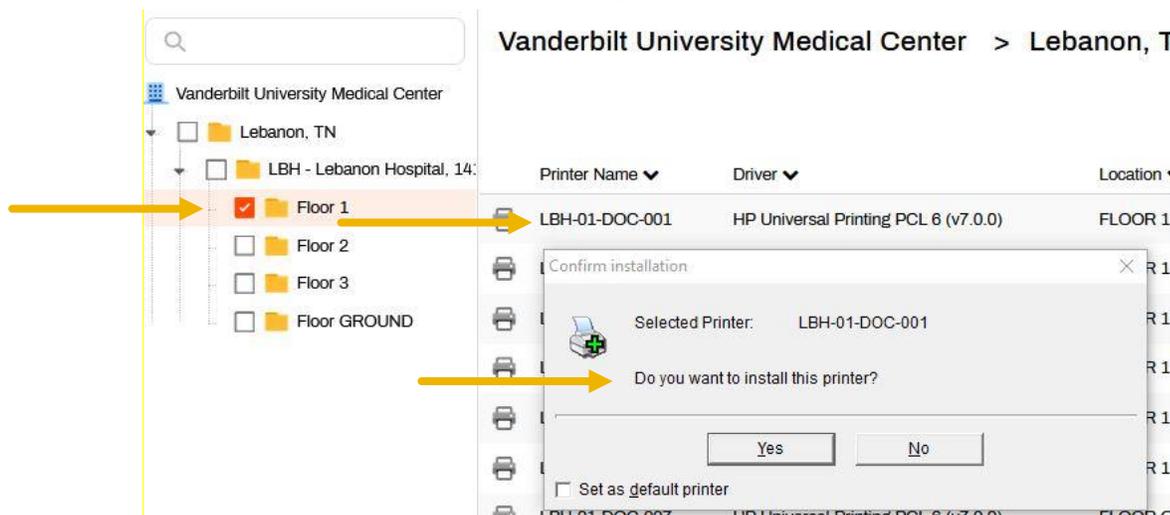


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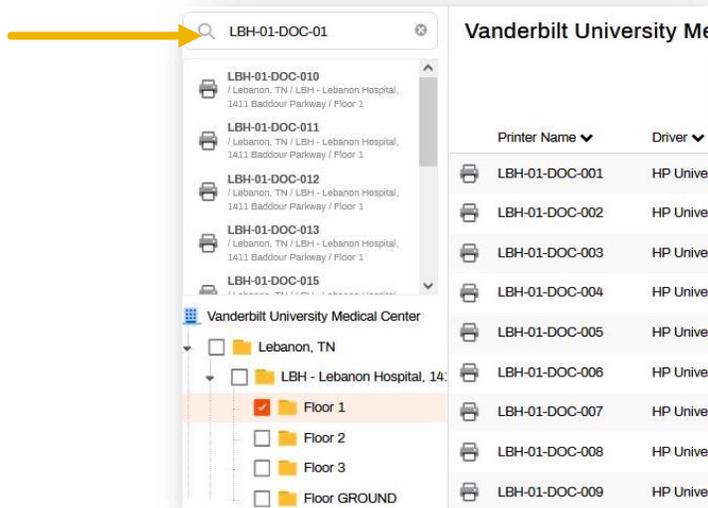
## C. Add Printer

The **Add Printer** option opens the Self-service Portal that enables you to easily install printers on your computer.

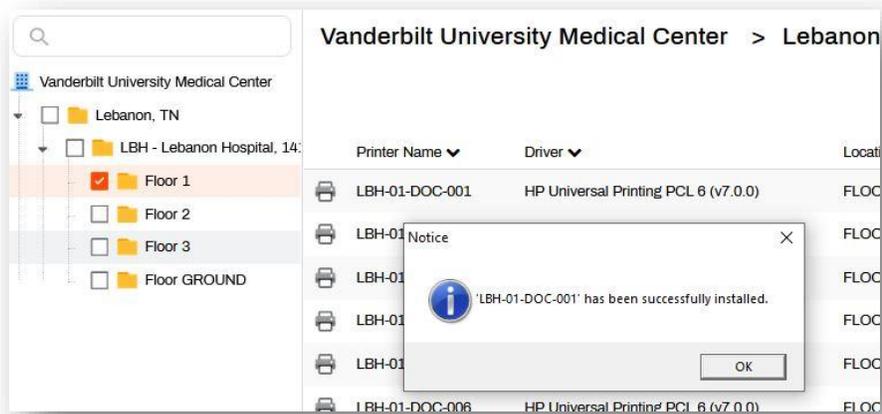
- Use the “Tree View” on the left side of the screen to navigate to the printer location.
- Click on the **city**, **state**, then **building**, and **floor**. Once you have selected the printer floor, click on the **desired printer** from the displayed list.
- A modal window will appear asking if you want to install the printer.



- Another way to install a printer is by simply searching for the printer by name in the search box above the tree view.



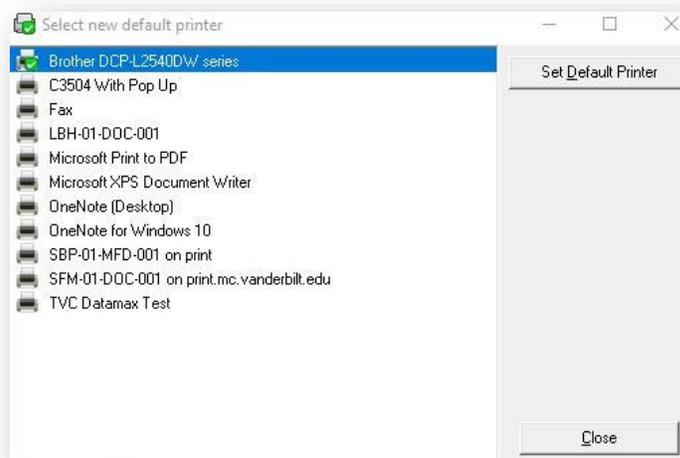
- By either printer installation method, once installed, you will receive a confirmation notice.



## D. Set Default Printer

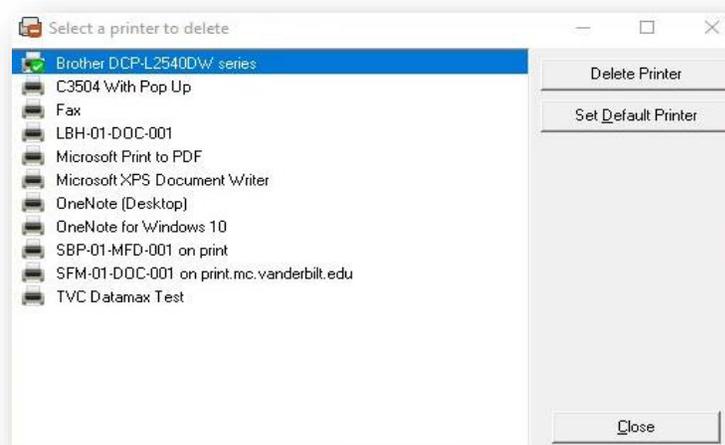
The printer you set as the default printer is the automatic "go-to" printer your workstation will use for printing.

- You can set the default printer either through the **Start Menu > Printer Installer > Set Default Printer** or **by right clicking the Add Printer** icon in the System Tray and then selecting Set Default Printer.



## E. Delete Printer

- In the Start Menu under PrinterLogic, select **Delete Printer**.
  - When the Select a printer to delete window appears, select the printer you want to remove and then click **Delete Printer**.
- Similarly, you can right-click the **Add Printer icon** in the System Tray and then click Delete Printer.
  - Just as with the Start Menu, select the printer you want to remove, and then click "Delete Printer."



**Please note:** If your administrator has a printer set up to be automatically deployed to your workstation, then even if you delete the printer from your workstation, the next time the client checks in with the PrinterLogic server, that printer will be re-installed on your workstation. If you require removal of the printer from your workstation, request removal (from the administrator. Submit a [Pegasus Self-Service ticket](#) or contact the VUMC IT Help Desk at 615-343-HELP (615-343-4357) providing your computer name, located on a yellow label, and printer name as it appears in the Delete Printer modal window.