Which scenario works for you?
ShipStation Connect…. what is it?

ShipStation Connect is an application that is installed on the computer with the Printers and/or Scales directly connected to it (network or wireless printers not currently supported). ShipStation refers to this as the Workstation.

What does it do?

Connect is the conduit that passes print jobs from your ShipStation account over to your printer hardware. It allows you to print directly to your printer of choice from ShipStation, as well as pull the weight from a scale into ShipStation at the click of a button.

Features:

- Connects scales and printers for use with your ShipStation account
- Shares devices with other users on the account, even across networks
- Supports both thermal and regular “desktop” printers
- Supports most USB scales for easy measuring of package weights
- Configures sharing preferences directly through ShipStation settings
What do we consider a “WorkStation”? 

The *workStation* is the computer the printers and scales are physically plugged into via USB. ShipStation Connect is installed on this computer and a ShipStation user has signed into ShipStation Connect.
Scenario 1:

Single User - Single Workstation

This is the most common scenario. This means a single ShipStation user is using a single workstation.

In this scenario, you simply install Connect and sign into it using your same ShipStation username and password. Once that is complete, you will be able to send labels, packing slips, or other documents to your workstation printers through ShipStation.*

*Printers must already be configured through your operating system printer preferences.
Scenario 2:

Multi User - Single Workstation (see next page for illustration)

In this situation, you’ll have multiple users (potentially on multiple computers), but only **one workstation**. With this setup, the username that signs into Connect on the workstation will then **share** the printers/scales so that other users can also print to them.

To do this, check the Shared box for the device in the ShipStation Connect **settings**.*

*To access these settings, you must be signed into ShipStation in your browser using the same username and password used to sign into Connect. Users not signed into Connect will not see the list of connected devices in **Settings > Printing > ShipStation Connect**, and will not be able to make changes to them.
Scenario 2 continued:

Other things to note about this configuration...

- No other users need to install ShipStation Connect on their computers.
- Remember, the *workStation* is the computer the printers and/or scales are connected to.
- Any user can set a shared workstation printer as their user’s default printer. Go to **Settings > Printing > Printing Setup** and click in the "Print to" column for that document type. When choosing “Print via ShipStation Connect” the available shared printers will display.

1. Printing Setup Window > click Always Prompt
2. Choose to print via ShipStation Connect
3. Select default printer
Scenario 3:

Multi User - Multi Workstation (see next page for illustration)

In this situation, you’ll have multiple users and multiple workstations. This can be configured in multiple ways, depending on your workflow needs.

- Each workstation must have Connect installed and running in order for users to be able to print to its printers (computers with no devices connected, do not need Connect installed).
- If the Shared box is checked for a device, all users will be able to select that device for printing. If unchecked, only the username signed into Connect will have access to print to those printers.
- Some users prefer to use a “Printer Admin” setup, which means one user signs into ShipStation Connect on all workstations and shares the devices for all other users. In this case, no other users can access the printer list in the Connect Settings window to make changes… Only the admin username signed into Connect would have this ability.
- Ideally, each workstation would have a unique name to identify where that workstation is located, so each user can select the appropriate printer for the document they need to print.