ShipStation Connect

Which scenario works for you?

ShipStation Connect…. what is it?

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

What does it do?

Connect is the conduit that passes print jobs from your ShipStation account 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 across networks and locations
- Supports both thermal and standard 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"?

A *workstation* is the computer the printers and scales are physically plugged into via USB. ShipStation Connect is installed on this computer and a user has signed into ShipStation Connect.
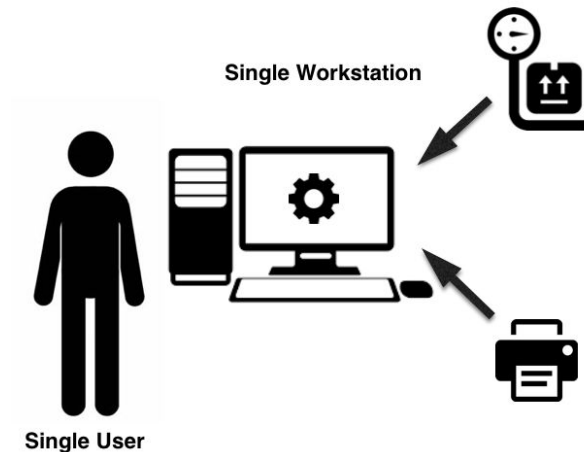
This is a "Workstation"
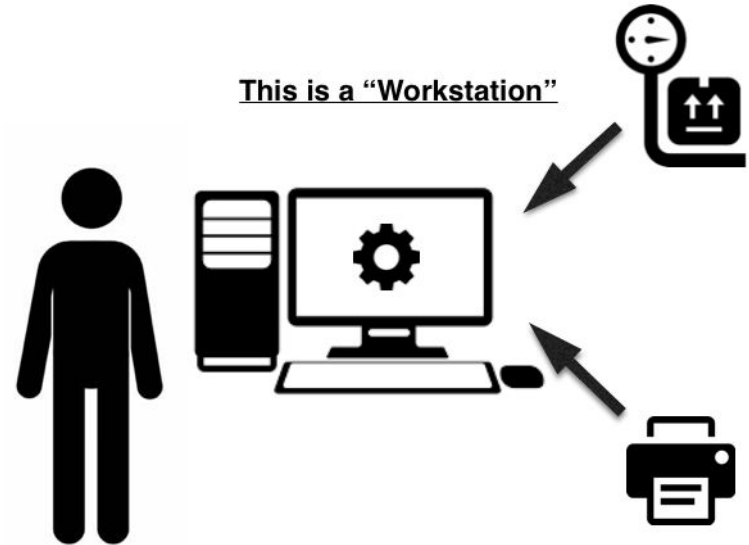
Scenario 1:

Single User - Single Workstation

This is the most common use case. This means one ShipStation user is using one workstation (most commonly Starter, Bronze, and sometimes Silver Plan level accounts).

In this scenario, simply install ShipStation Connect and sign into it using the same ShipStation username and password you use to login to ShipStation. You can then print labels, packing slips, or other documents to the workstation printers directly from your ShipStation account.

Printers must already be configured through your operating system printer preferences.

Single Workstation

Single User

Scenario 2:

Multi User - Single Workstation

In this situation, there will be more than one ShipStation user but only **one workstation**. With this setup, the user that signs into ShipStation Connect on the printer workstation will *share* the printers/scales in the ShipStation Connect Settings so that other users can also use them.

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

*To access these settings, you must be signed into ShipStation using the same username and password used to sign into ShipStation Connect. Users *not* signed into ShipStation 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 illustration.

User 1

User 2

User 3

User 4

User 5

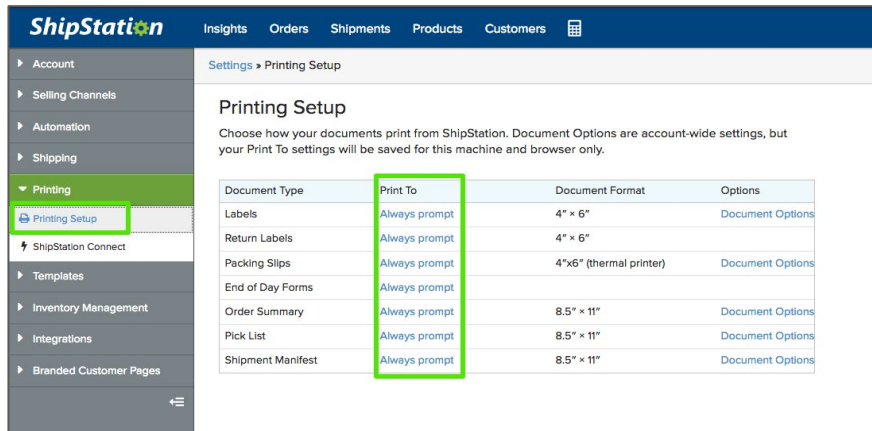**ShipStation**
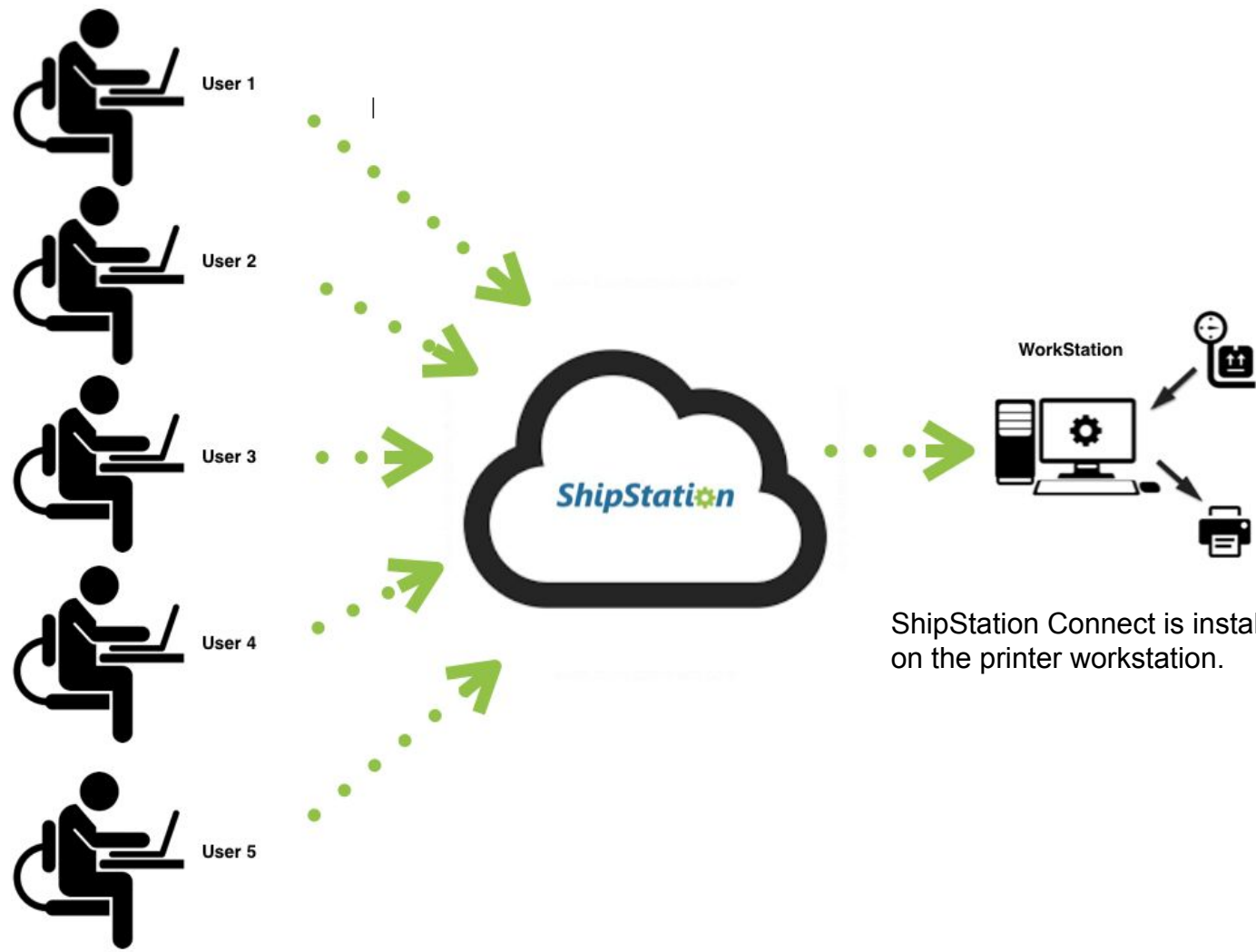
WorkStation

ShipStation Connect is installed only on the printer workstation.

Scenario 2 continued:

Other things to note about this configuration...

- No other users need to install ShipStation Connect on computers that are not the Printer WorkStation.

- Remember, the *printer workstation* is the computer the printer and/or scale is 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
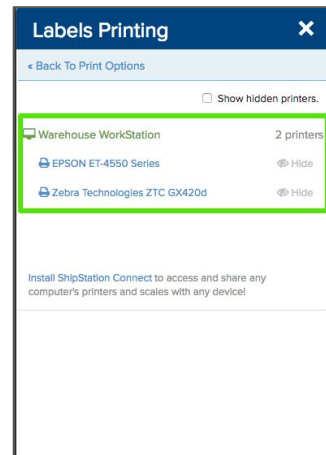
2. Choose to print via ShipStation Connect

3. Select default printer

Scenario 3:

Multi User - Multi Workstation

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 ShipStation Connect installed and running for users to be able to print to its printers (computers with no devices connected do **not** need ShipStation 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 user also signed into ShipStation Connect will have access to print to those printers.
- If you prefer a "Printer Admin" setup, meaning **one** user signs into ShipStation Connect on all *printer workstations* and shares the devices for all other users, be aware that no other users can access the printer list in the ShipStation Connect Settings window to make changes… Only the admin user signed into ShipStation Connect will 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.

Scenario 3 illustration
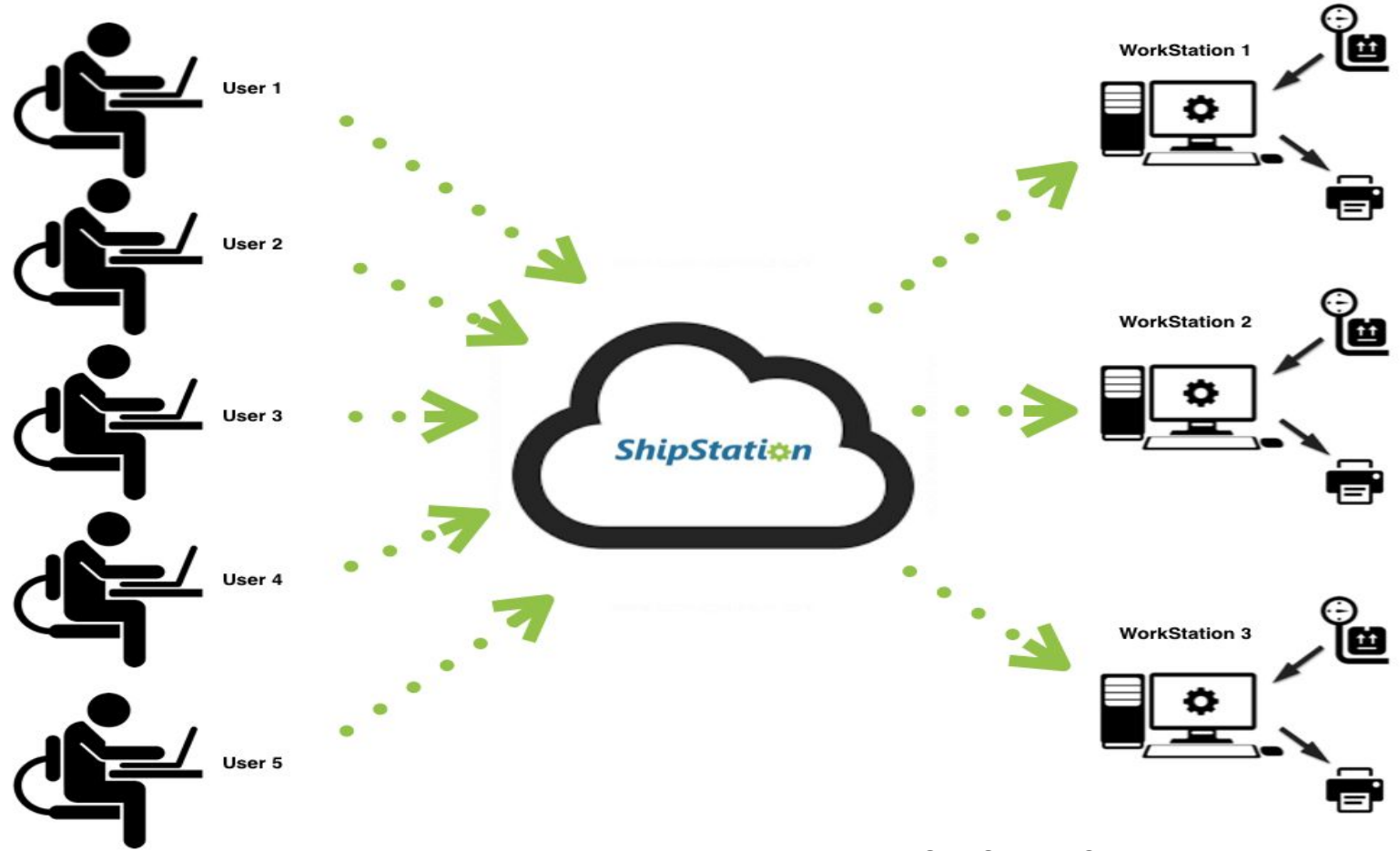
Note: any of these users could also be working on a printer workstation.

ShipStation Connect is installed only on the printer workstations.