Troubleshooting

The following topics provide information that can help you address problems with using the MayoACCESS application.

MayoACCESS Does Not Open Correctly

If the MayoACCESS application does not open correctly, it might be necessary to disable popup blockers on your computer. To disable popup blockers, follow these steps:

Note: These instructions are for Internet Explorer 11. The steps for other versions of Internet Explorer might be different.

- 1. Open Internet Explorer.
- 2. On the **Tools** menu, click **Internet options.**
- 3. In the Internet Options dialog box, click the **Privacy** tab.
- 4. On the Privacy page, click **Settings**.
- 5. In the Pop-up Blocker Settings dialog box, enter each of the following URLs, and then click **Add** to add the website to the list of allowed websites:
 - MayoACCESS production site

https://mmlaccess.com

MayoACCESS test site

https://test.mmlaccess.com

- 6. Click **Close** to close the Pop-up Blocker Settings dialog box.
- 7. Click **OK** to close the Internet Options dialog box.

Extended Frameset and Patient Quick Links Are Not Visible

If you cannot see the extended frameset and Patient Quick links, you might need to change the resolution of your display. To change the resolution of your display, follow these steps:

- **Note:** These instructions are for Microsoft Windows 10. The steps for other versions of Windows or other operating systems might be different.
 - 1. In Microsoft Windows, click **Start**, and then click **Control Panel**.
 - 2. In the Control Panel window, click the **Display** link.
 - 3. Click the Adjust resolution link.
 - 4. Adjust the resolution to 800x600 pixels, or higher.
 - 5. Click OK.
 - 6. Close the Control Panel dialog box.

Specimen Labels Are Not Printing on the Label Printer

If your specimen labels are not printing on your label printer, follow these steps to verify that the label printer is correctly named:

- **Note:** These instructions are for Microsoft Windows 10. The steps for other versions of Windows or other operating systems might be different.
 - 1. In Microsoft Windows, click Start, and then click Devices and Printers.



2. In the Devices and Printers window, right-click the label printer and click **Printer Properties**.

3. On the General page of the Properties dialog box, verify that the label printer is named **MayoACCESS Label Printer**.

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Printer Settings	Stocks	Langua	ge I	Barcode	Fonts	Command Fonts	About
General	Sharing	Ports	Adva	inced	Color	Management	Security
	MayoA	CCESS Lab	el Prin	ter <	-		
Location:							
Comment:							
Model: Features	ZDesigr	ner LP 2824	Plus (ZPL)	vailable	2.	
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4. Click **OK** to apply these settings.

Result Reports Print on Multiple Pages

If the result reports are printing on multiple pages instead of on a single page, it may be a result of an incorrect margin setting.

To modify the margin settings, follow these steps:

- **Note:** These instructions are for Internet Explorer 11. The steps for other versions of Internet Explorer might be different.
 - 1. Open Internet Explorer.
 - 2. On the File menu, click Page Setup.

3. Set the margins to 0.25 inches on all sides.

raper options	Margins (inches)
Page Size:	Left: 0.25
Letter 👻	Right: 0.25
Portrait C Landscape	Top: 0.25
Print Background Colors and Images	Bottom: 0.25
Enable Shrink-to-Fit	U.20
Title	▼ URL ▼
-Empty-	Empty-
Page # of total pages	▼ Date in short format ▼
Change Font	

4. Click OK.