

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.

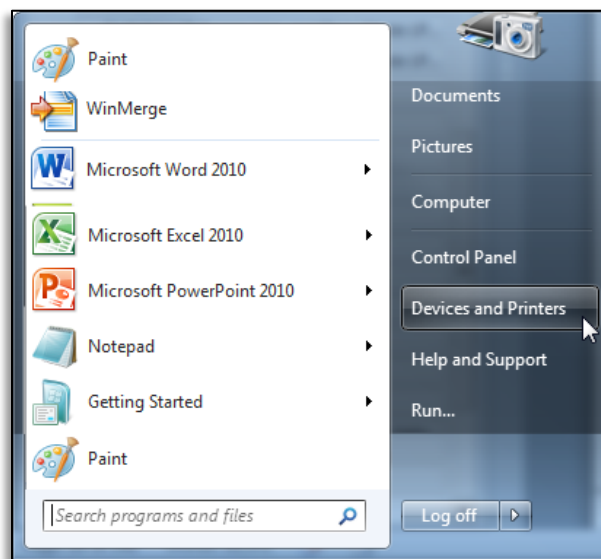
1. In Microsoft Windows, click **Start**, and then click **Control Panel**.
2. In the Control Panel window, click the **Display** link.
3. Click the Adjust resolution link.
4. Adjust the resolution to 800x600 pixels, or higher.
5. Click **OK**.
6. Close the Control Panel dialog box.

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:

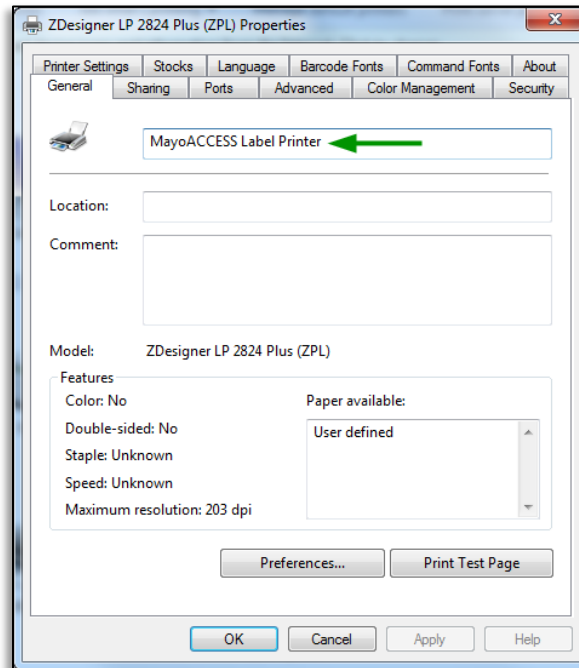
Note: These instructions are for Microsoft Windows 10. The steps for other versions of Windows or other operating systems might be different.

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**.



4. Click **OK** to apply these settings.

Result Reports Print on Multiple Pages

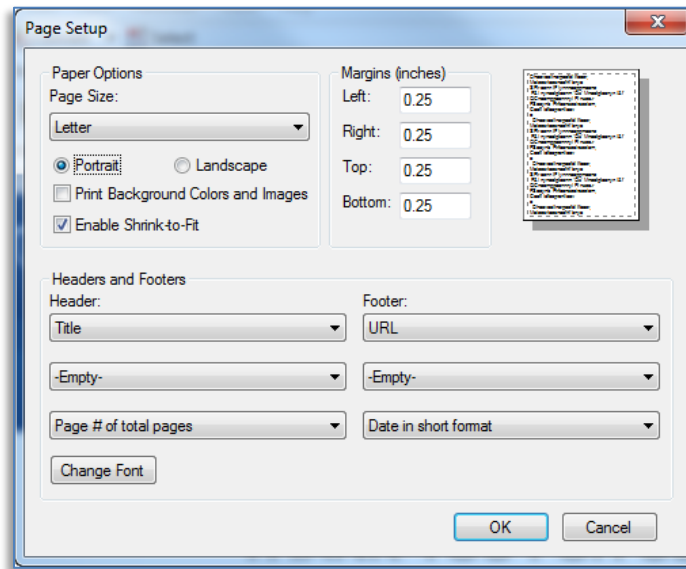
If the result reports are printing on multiple pages instead of on a single page, it may be a result of an incorrect margin setting.

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.



4. Click **OK**.