MAYO CLINIC
LABORATORIES

MayoACCESS® Workstation Setup Guide

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Introduction

MayoACCESS is an advanced test management solution that connects medical and clinical facilities to laboratories. This browser-based application provides an efficient ordering, tracking, and reporting system in which you can perform the following tasks:

- Ordering laboratory tests
- Entering and tracking patient information
- Printing laboratory results for patients
- Printing batch sheets and specimen labels
- Providing important notifications

System requirements

Below is a list of the recommended and minimum requirements for using MayoACCESS.

Operating system

MayoACCESS runs only on the Microsoft Windows 10 and Windows 11 operating systems.

- **Recommended:** 8 GB RAM
- **Minimum:** 4 GB RAM

Web browser

MayoACCESS must be run in Google Chrome or Microsoft Edge. Ensuring that the latest versions of Chrome and Edge are running is a good practice.

Mayo Clinic Laboratories websites

If access to external websites is restricted, contact your local Information Technology (IT) team or Help Desk and request that they provide access to the following websites:

- **MayoACCESS production site:** https://mmlaccess.com
- **MayoACCESS test site:** https://test.mmlaccess.com
- **Mayo Clinic Laboratories:** https://mayocliniclabs.com
- **Sectra UniView** (Digital Image Tech only): https://digitalpathview.mayocliniclabs.com
- **Mayo Clinic Identity Management:**
    - https://account.mayoclinic.org
    - https://idmpacprodmcauthsa.blob.core.windows.net

Computer setup for MayoACCESS

To set up MayoACCESS on a computer, perform the following tasks for each user of the computer, unless these are default security policies for all computers in your organization:

- Allow pop-ups in Microsoft Edge or Google Chrome.
- Review MayoACCESS printing options and choose either standard Windows printing or Sunquest Print Service. For definitions of these options, see MayoACCESS printing overview.
- Set up a label printer.

Below are the procedures for performing each of these tasks.

Allowing pop-ups in Microsoft Edge or Google Chrome

The use of MayoACCESS requires that pop-ups be allowed for both https://mmlaccess.com and https://test.mmlaccess.com in Chrome or Edge. You can define these settings at the enterprise level or manually. Contact your local IT team or Help Desk for assistance. If users have permissions to set pop-ups, they can visit the following links:

- **Chrome:** Block or allow pop-ups in Chrome
- **Edge:** Block pop-ups in Microsoft Edge (the user should scroll down to “How to allow pop-ups for a specific URL in Microsoft Edge”)

MayoACCESS printing overview

Options

Printing in MayoACCESS can be done in one of two ways: standard Windows printing or Sunquest Print Service (SPS). Each site can choose one option only.

Standard Windows printing

As with other types of browser-based printing, you can print directly from your browser to the selected printer without performing any installations on local workstations. For each print job, select a printer and click the **Print** button. Use the Windows **Print** dialog box to specify the number of copies.

To print to PDF, you must provide a new document name or overwrite the previously printed file.

New sites will automatically default to standard Windows printing as of March 31, 2023. If your site has previously selected SPS and wants to convert to standard Windows printing, contact Customer Service.

Sunquest Print Service

SPS replaces the functionality previously provided by MeadCo ActiveX and Atlas Print Service (APS). It allows you to print silently from Chrome or Edge, meaning that you can print directly to the SPS default printer and the defined MayoAccess Label Printer without selecting a printer for each print job.

SPS must be installed on workstations from which users want to print MayoACCESS specimen labels, result reports, and batch sheets. The installation requires administrator rights.

If you are choosing the SPS option, follow the steps outlined below to complete the process:

1. Follow the instructions in Installing Sunquest Print Service to install SPS on every workstation at the site where MayoACCESS is used.
2. To allow users to install with administrator rights, contact the site IT team.
3. Allow the installation 10–15 minutes to complete on each workstation.
4. To activate your site configuration, contact Customer Service. Mayo Clinic Laboratories will activate both the test and production environments.

   IMPORTANT: Your site configuration must be activated by Mayo Clinic Laboratories before you can begin using this print option.

Installing Sunquest Print Service

Important: To perform these tasks, you must be logged in to Microsoft Windows as an administrator.

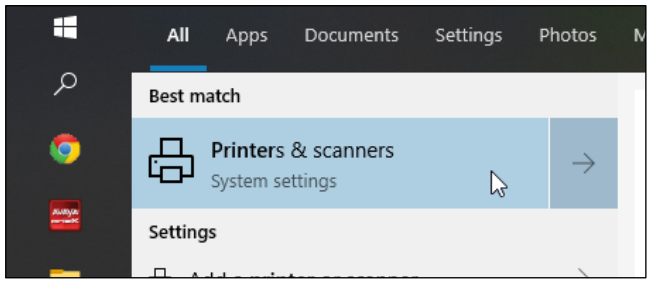
With SPS, documents are printed based on settings selected by the user during the installation process. This allows printing without Windows prompts on all workstations using MayoACCESS.

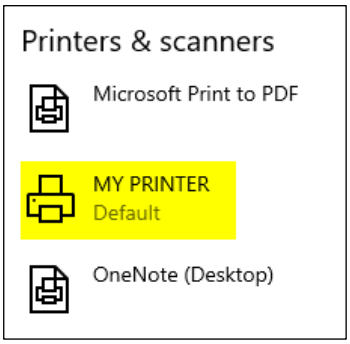
The instructions below on installation and setup of the SPS application can be performed at any time. However, Mayo Clinic Laboratories must activate site configuration before you can begin using SPS. Therefore, to set a date when your site will be configured for SPS, you must contact Customer Service. Ensure that the installation and setup steps are completed before the scheduled date of your site configuration.

Prerequisites

1. Promote yourself to be an administrator on the workstation. If you do not have permissions to do so on your workstation, contact your IT team or Help Desk for assistance with the installation.

2. MayoACCESS currently defaults to the workstation's default printer. To find the default printer, search for **Printers & scanners** in the Windows **Start** menu (below, left). The default printer will be indicated as shown (below, right). Make a note of the default printer for reference during the installation process.





Downloading the install file

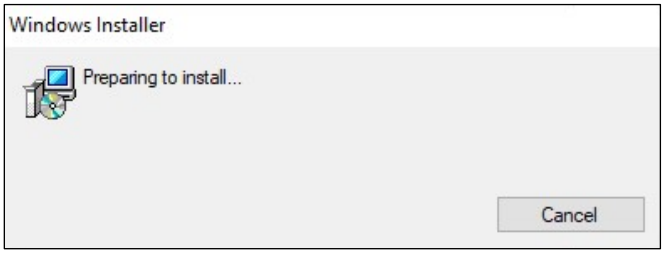
1. Go to https://mmlaccess.com/macf/implementation/aps/maaps.html.
2. Click **Download Print Service - Application MSI**.

   The install file is downloaded.
3. At top right of your browser's toolbar, click the arrow.
4. Open the install file following the directions at these links:
   - **Chrome:** Download a file
   - **Edge:** How to manage downloads in Microsoft Edge

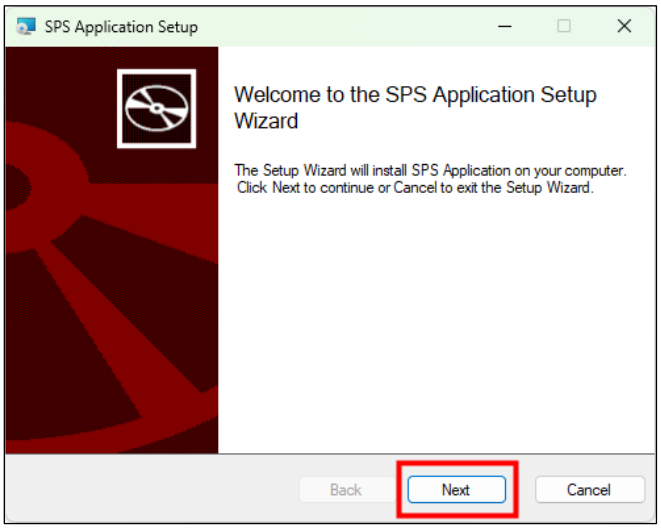
Installing the print service

1. In Windows Explorer, navigate to the default **Downloads** folder to find **SPSApplication.msi**.
2. Right-click **SPSApplication.msi** and select **Install**.

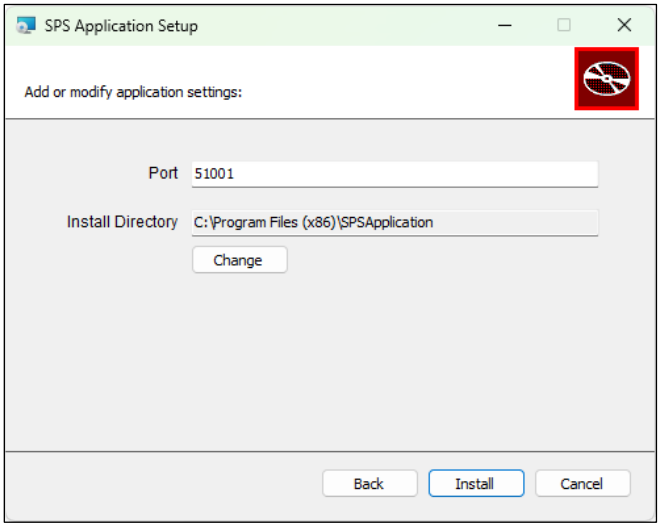
   The installation begins.



3. When the SPS Application Setup Wizard appears, click the **Next** button. Next

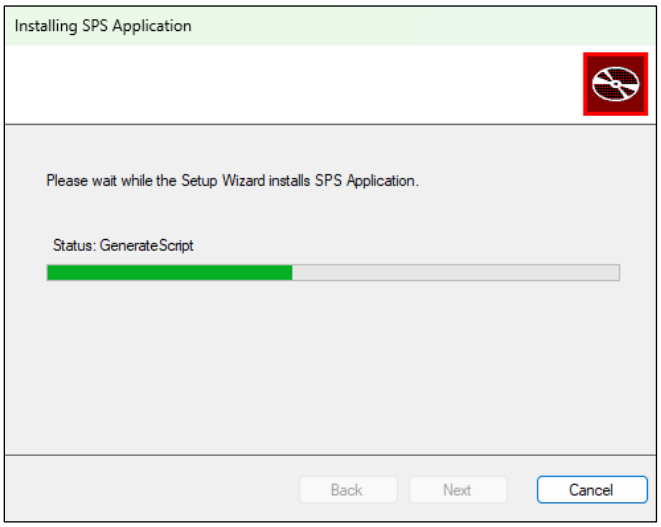


In the **Add or modify application settings** dialog box, the **Port** and **Install Directory** fields will default.

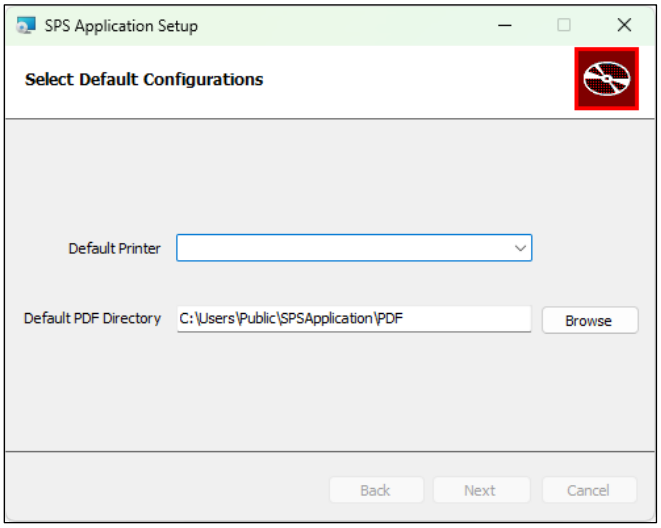


4. At bottom right, click the **Install** button. Install

The progress bar appears.

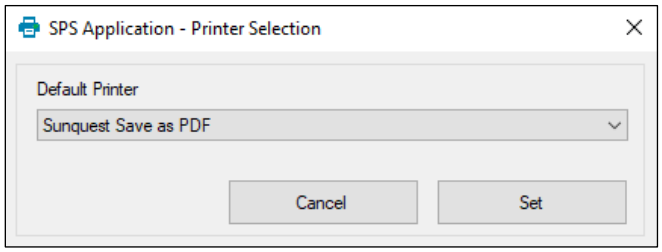


After installation is complete, the **Select Default Configurations** dialog box appears.

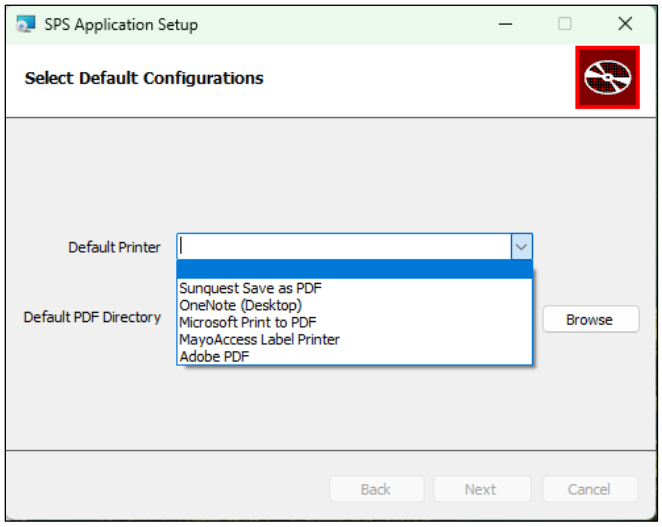


5. Select a default printer.
    - Select the destination printer for MayoACCESS documents. This should be the default printer that you identified in the Prerequisites phase of installation.
    - To print to PDF, from the **Default Printer** drop-down menu, select **Sunquest Save as PDF**.

Sunquest Save as PDF creates a PDF file of the document you are trying to print. Instead of prompting you to name the document, the application names it and saves it to the default PDF folder you chose when you installed or edited the SPS configuration.

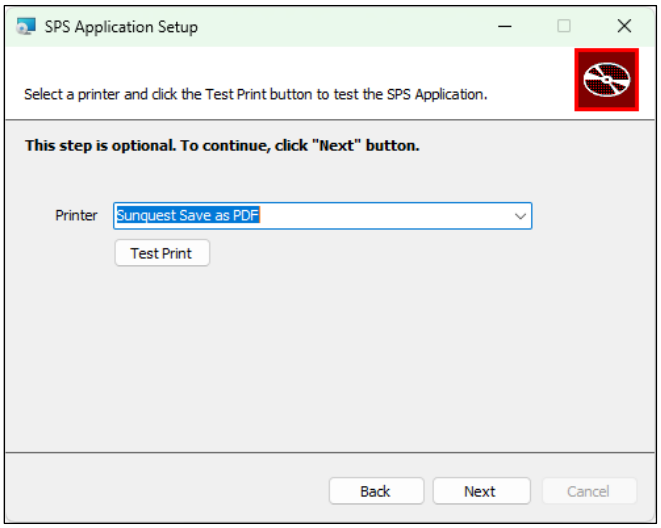


Note: Do not select **Adobe PDF** or **MayoAccess Label Printer** if they appear as menu options.



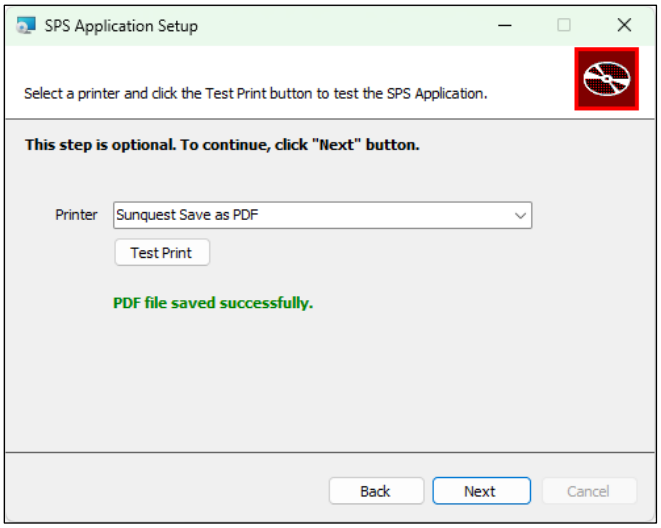
6. To the right of the **Default PDF Directory** field, click the **Browse** button [Browse] to find and select a directory, regardless of whether users will print to a physical printer or to PDF. Choose a local folder that all users of the workstation can access.
7. At bottom right, click the **Next** button. [Next]

8. **Recommended:** In the next dialog box, test the printer. From the **Print** drop-down menu, select the same printer you chose in step 5 above, and then click the **Test Print** button. Test Print



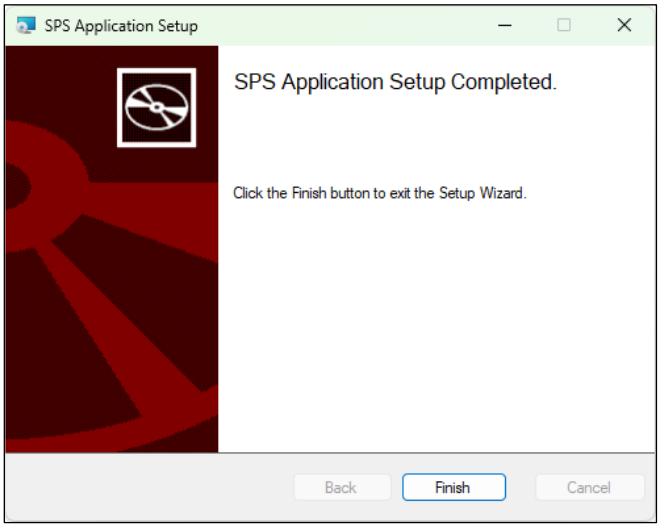
The test page prints to the selected printer or is saved as a PDF in the designated folder.

The following confirmation message appears only for the **Sunquest Save as PDF** option:



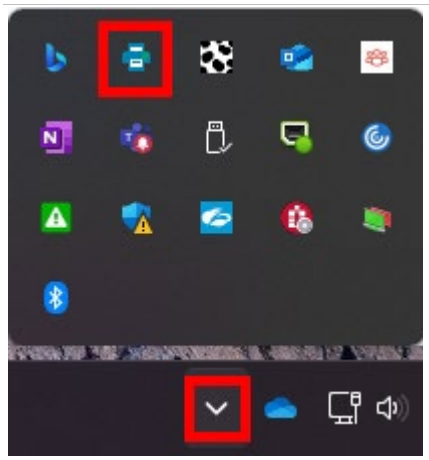
9. At bottom right, click the **Next** button. Next

The SPS Application Setup Wizard reappears with the message that setup has been completed.



10. To exit the wizard, click the **Finish** button. Finish

Changing the default settings

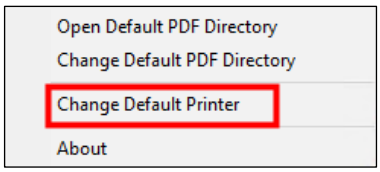


The following tasks require the use of the printer icon on the system tray in the Windows task bar, typically located in the bottom right corner of the screen (left).

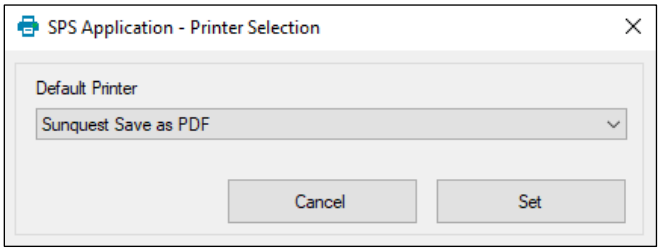
Changing the default printer

To change the default printer for SPS:

1. Right-click the printer icon in the system tray. From the pop-up menu, select **Change Default Printer** (right).



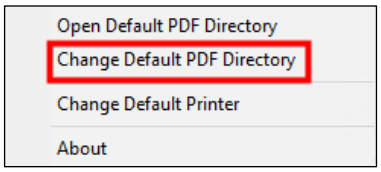
The **Printer Selection** dialog box appears.



2. From the **Default Printer** drop-down menu, select the default printer.
3. At bottom right, click the **Set** button.

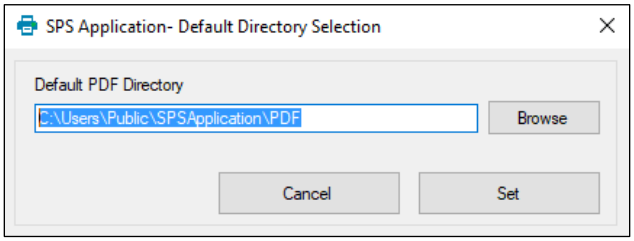
Changing the default PDF directory

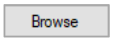
To change the default PDF directory for SPS:



1. Right-click the printer icon in the system tray. From the pop-up menu, select **Change Default PDF Directory** (right).

   The **Default Directory Selection** dialog box appears.

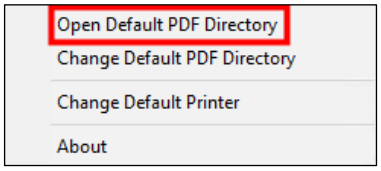


2. To the right of the **Default PDF Directory** field, click the **Browse** button 

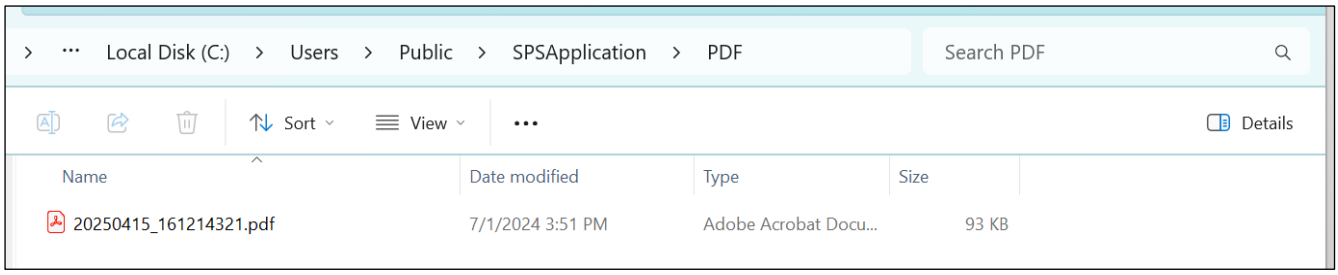
to find and select a directory.
3. At bottom right, click the **Set** button.

Opening the default PDF directory

When printing to PDF, you can open the default PDF directory in Windows File Explorer to view previously printed documents. Right-click the printer icon in the system tray and, from the pop-up menu, select **Open Default PDF Directory** (right).



The default directory opens.



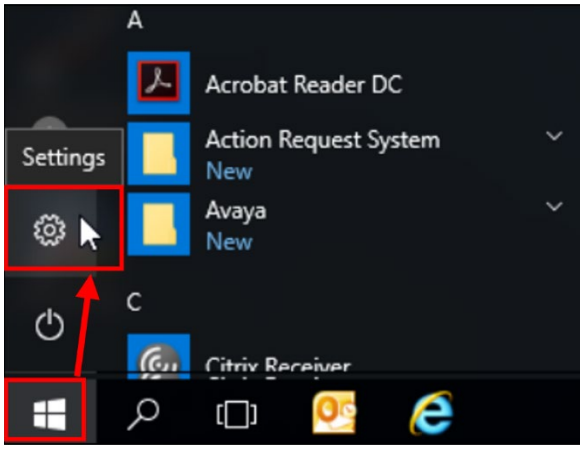
Setting up the label printer

To print labels, use the Zebra ZD 410 label printer, which Mayo Clinic Laboratories provides to you. Your operating system will find the driver for the Zebra ZD 410 printer and install it automatically. Then, you can configure the label printer.

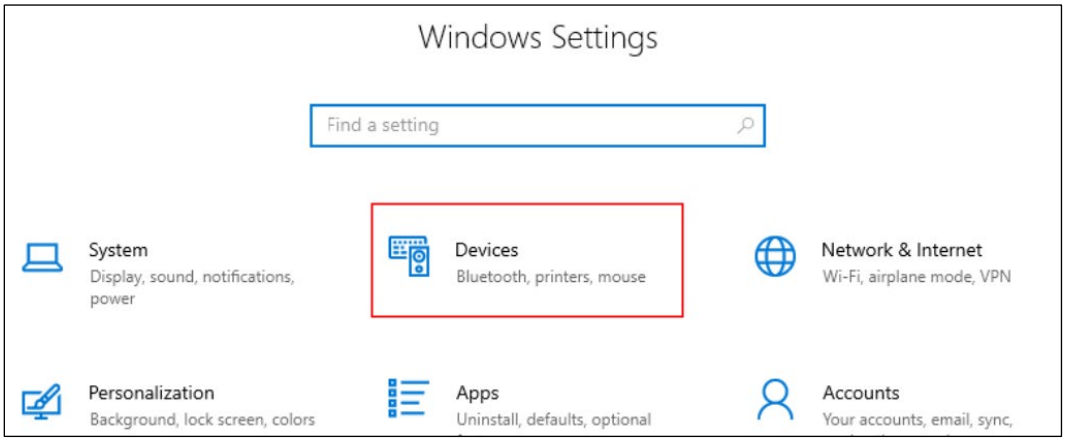
Note: You can also use the Zebra label printer models LP 2824 and LP 2824 Plus. Setup instructions for older label printer models might differ from those shown below.

To configure the printer:

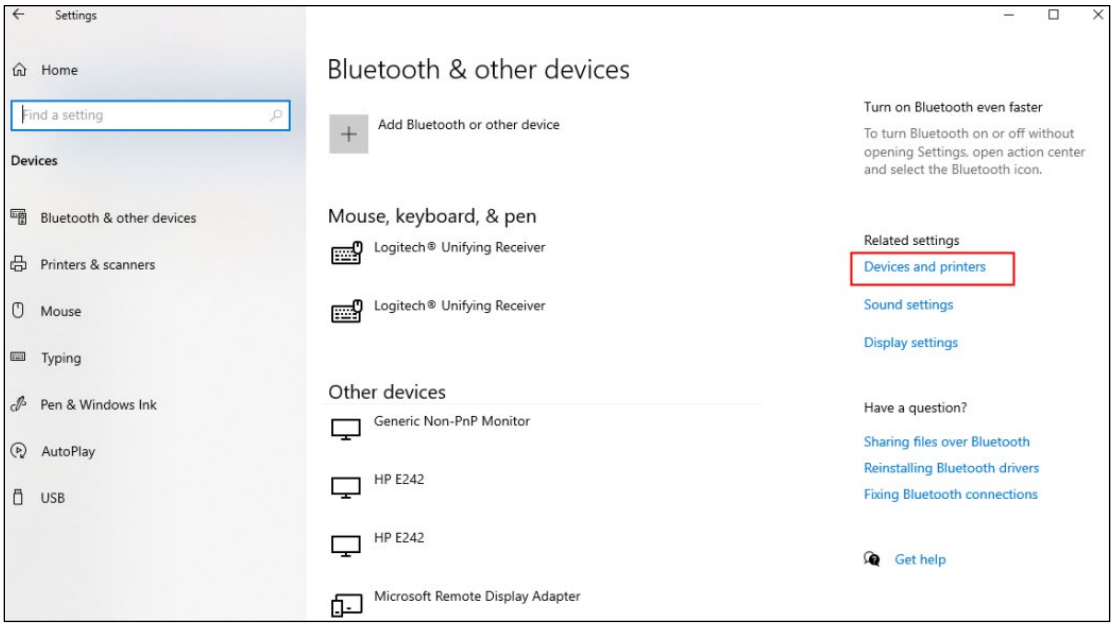
1. Plug the power cord into the printer and then into any AC outlet.
2. Use the provided Universal Serial Bus (USB) cable to connect the printer to the computer.
3. Turn the printer on.
4. Configure the label printer properties for the Zebra ZD410 printer:
    - In Windows 10:
        a. From the **Start** menu, select **Settings**.



b. In the **Windows Settings** window, select **Devices**.

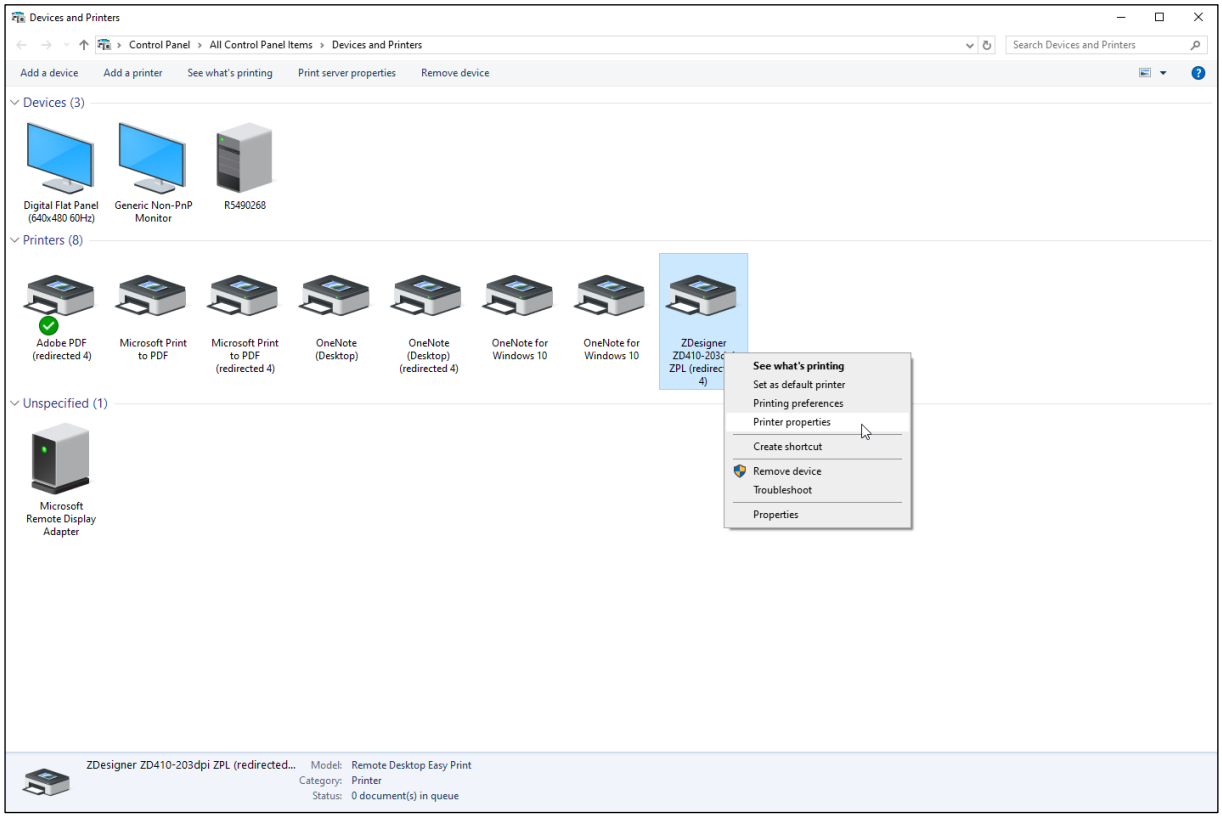


c. On the right side of the **Devices** window, under **Related Settings**, click the **Devices and Printers** link.



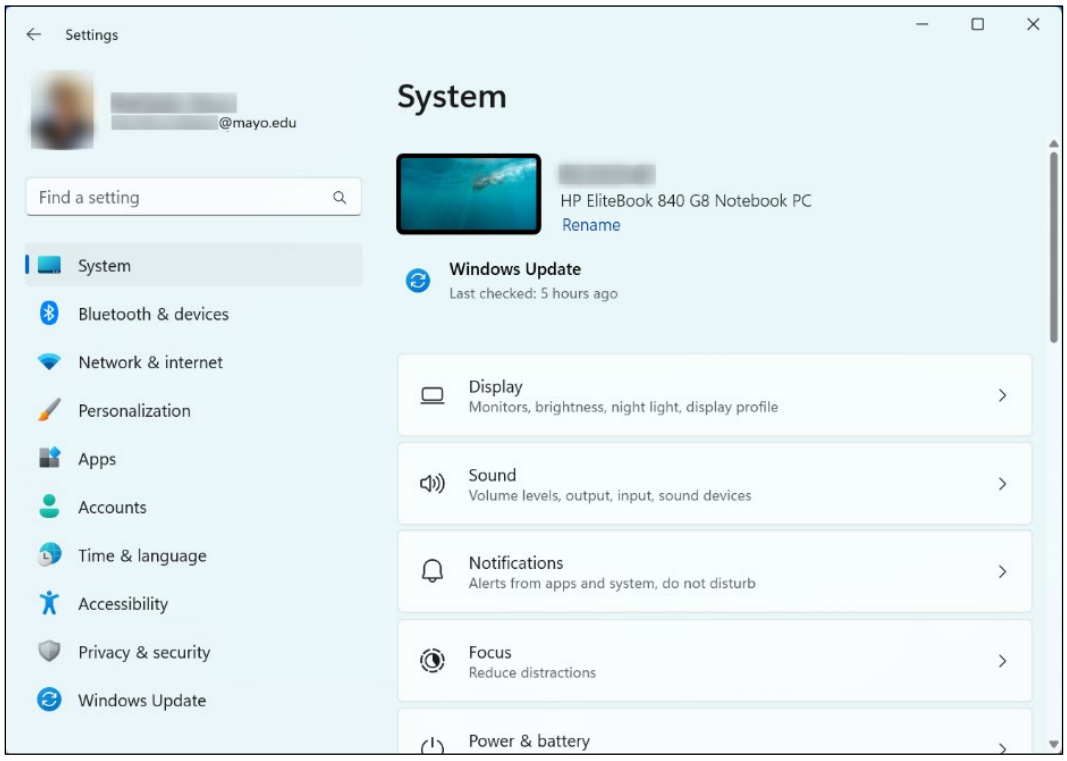
Note: You may need to expand your browser window to see the links at right.

d. Under **Printers**, right-click the driver for **ZDesigner ZD410-203dpi ZPL** and select **Printer properties** from the pop-up menu.

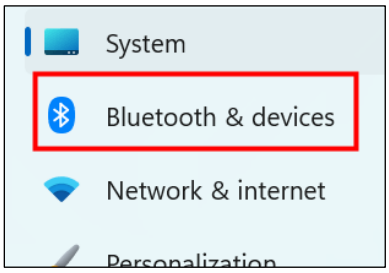


- In Windows 11:
  a. Do one of the following:
     - Click **Open Bluetooth & devices** > **Printers & scanners**.
     - Navigate manually:
       i. From the **Start** menu, select **Settings**.

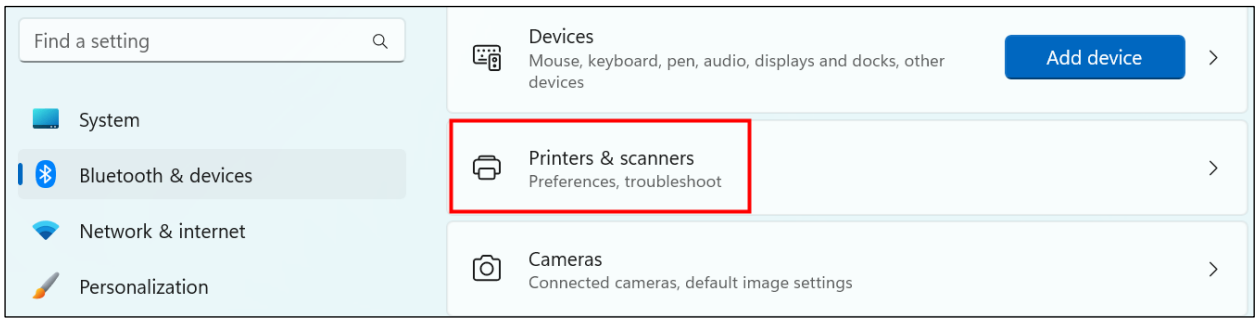
The **Settings** window appears.



ii. From the left nav, select **Bluetooth & devices**.



iii. On the right side of the **Bluetooth & devices** window, select **Printers & scanners**.



The **Printers & scanners** window opens.

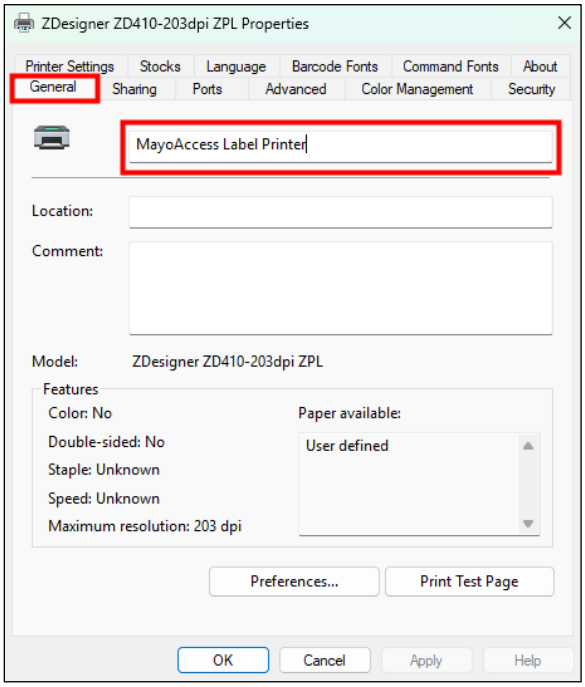
If your label printer is plugged in to power, powered on, and connected to your computer, it should appear on the right side of the window as **ZDesigner ZD410-203dpi ZPL**.

iv. Click **ZDesigner ZD410-203dpi ZPL**.

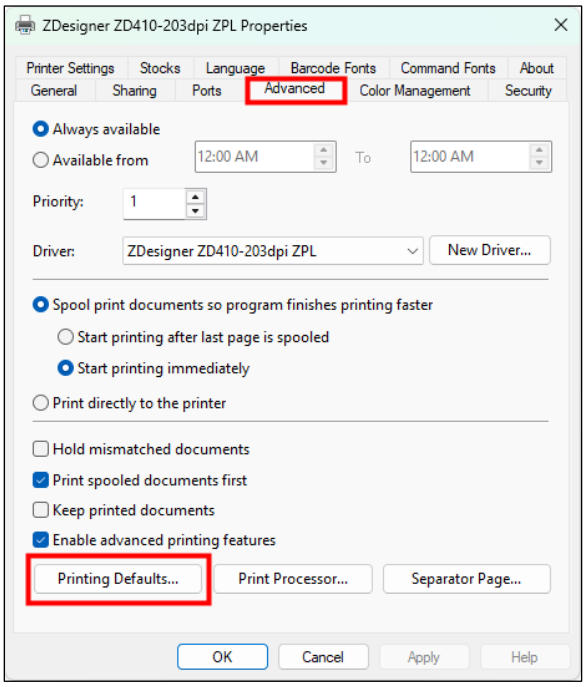
The **ZDesigner ZD410-203dpi ZPL** window opens.

v. On the right side of the window, click **Printer Properties**.

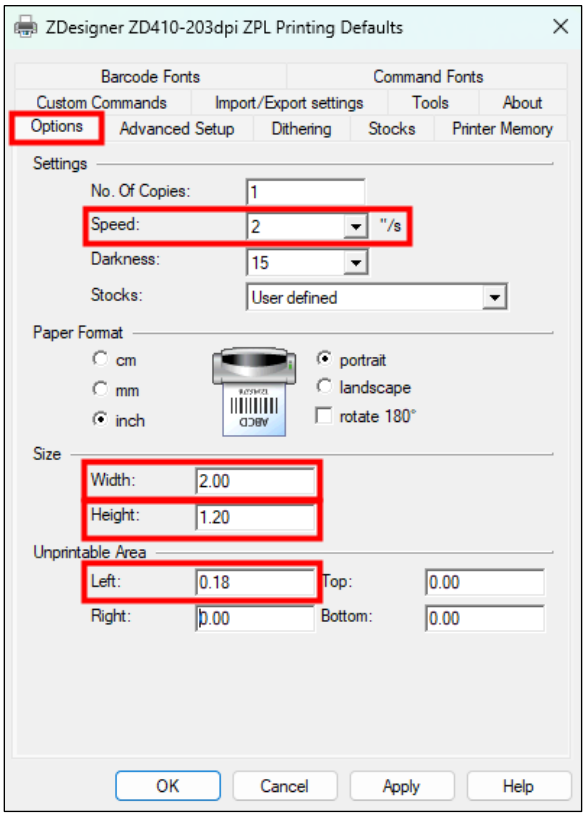
5. On the **General** tab, rename the **ZDesigner ZD410-230dpi ZPL** printer “MayoAccess Label Printer”.



6. On the **Advanced** tab, at bottom left, click the **Printing Defaults…** button.



7. In the **ZDesigner ZD410-230dpi ZPL Printing Defaults** dialog box, on the **Options** tab, specify the following settings:
    - From the **Speed** drop-down menu, select **2**.
    - In the **Width** text box, enter `2.00`.
    - In the **Height** text box, enter `1.20`.
    - In the **Left** text box, enter `0.18`.



8. To apply the changes and close the **ZDesigner ZD410-230dpi ZPL Printing Defaults…** dialog box, click the **OK** button. OK
9. To close the **ZDesigner ZD410-230dpi ZPL Properties** dialog box, click the **OK** button. OK

    Note: Once this is done, the dialog box will be renamed the **MayoAccess Label Printer** dialog box, per the action taken in step 5 above.
10. To close the **Devices and Printers** window, click the **X** at top right.

    The Zebra ZD410 printer is now installed and ready for use.

For instructions on testing label printing, see Printing specimen labels below.

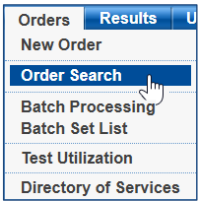
Testing Sunquest Print Service or standard Windows printing

To verify that printing is working correctly, log into MayoACCESS and print a specimen label, batch sheet, and report.

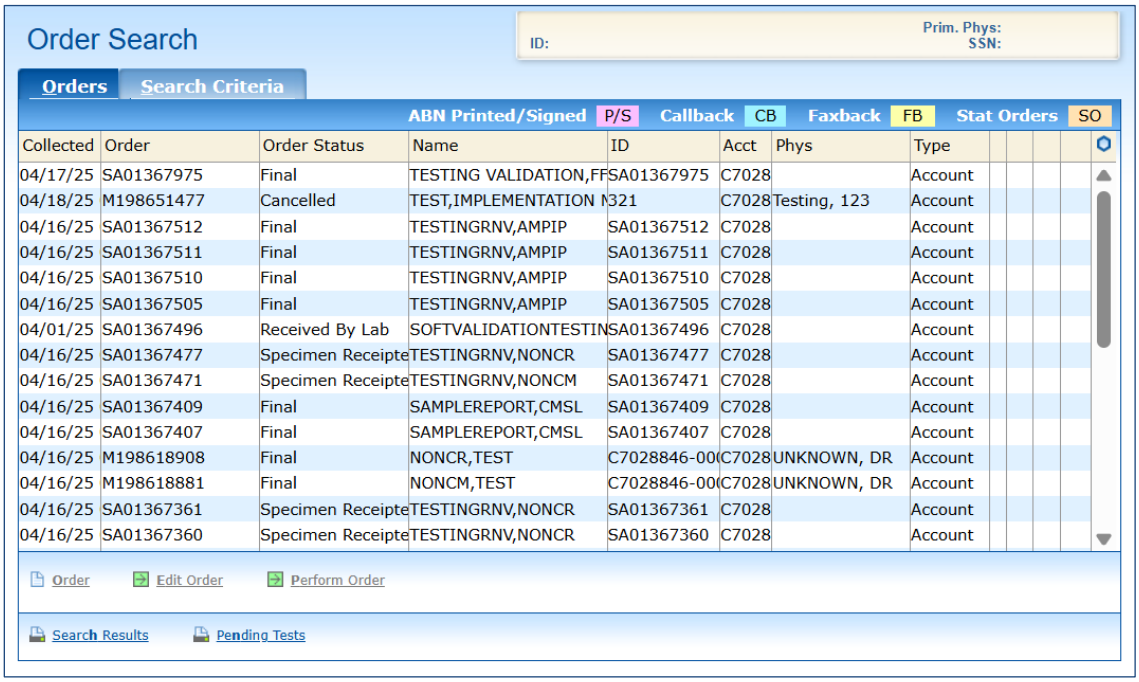
Printing specimen labels

To print specimen labels:

1. From the **Orders** menu, select **Order Search** (right).

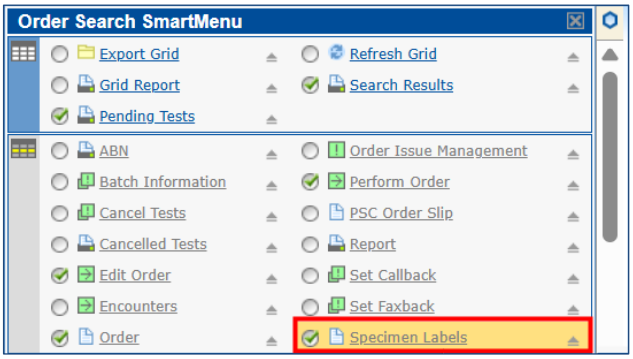


   The **Order Search** page appears.

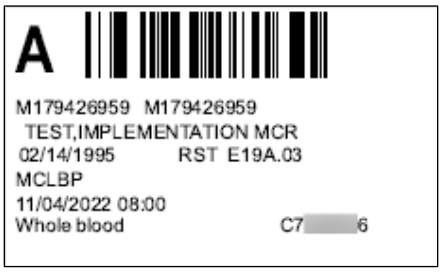


2. Select the order for which you want to print specimen labels.
3. In the SmartLinks Bar, click the **Specimen Labels** SmartLink.

   Tip: If the **Specimen Labels** SmartLink does not appear in the SmartLinks Bar, it is available on the **Order Search SmartMenu**.



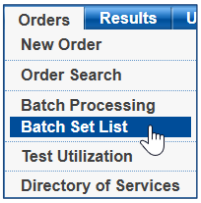
4. Ensure that the label is formatted correctly. An example is below.



If the label is not printing correctly, see Specimen label printing under Troubleshooting.

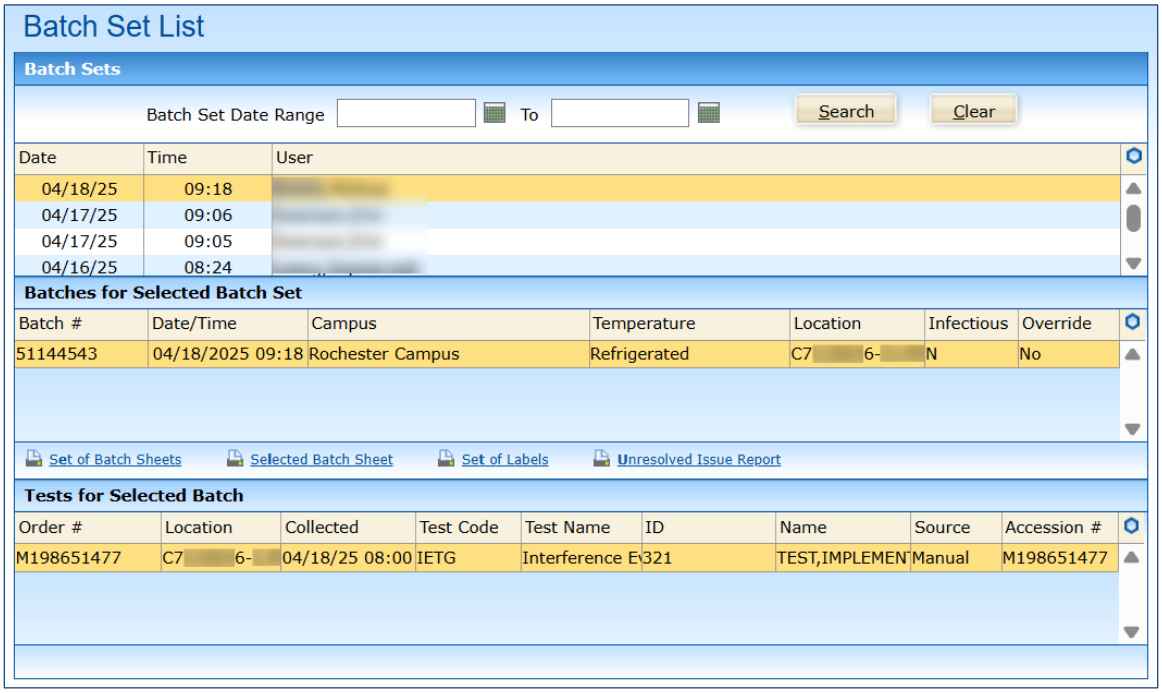
Printing a batch sheet

Batch sheets are automatically printed when you close a batch. To reprint batch sheets:



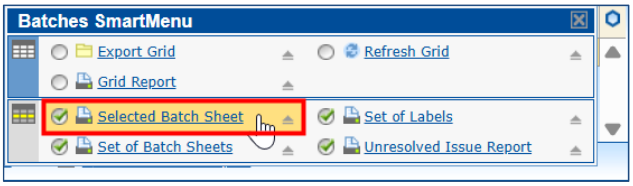
1. From the **Orders** menu, select **Batch Set List** (right).

The **Batch Set List** page appears.

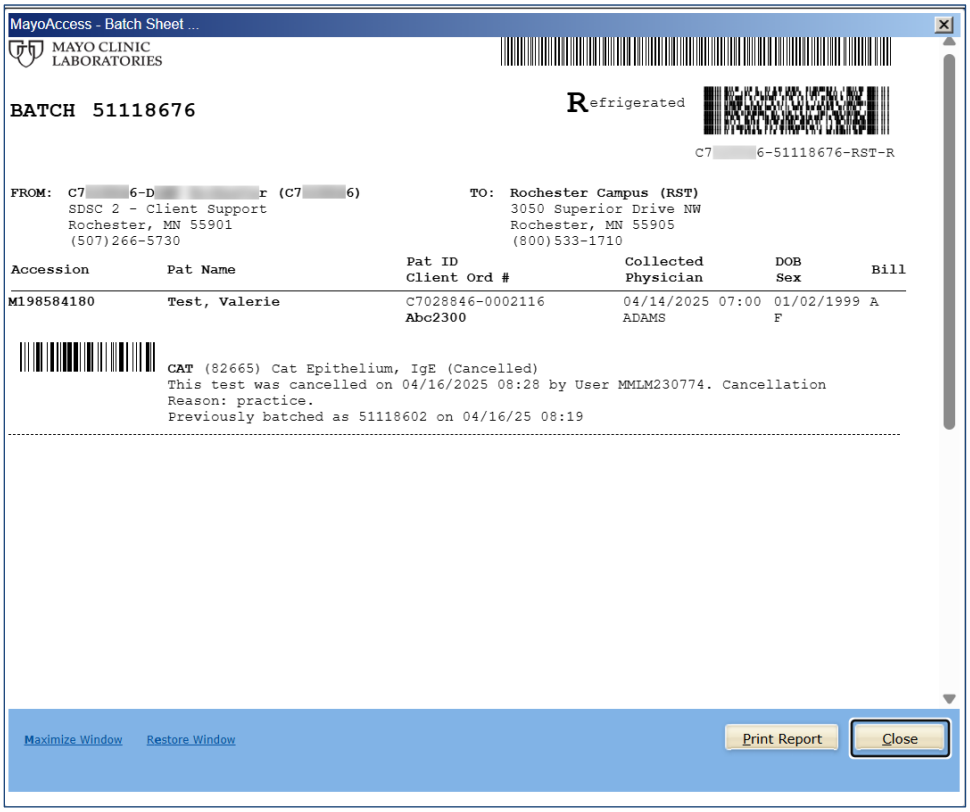


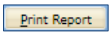
2. Select a batch, either from the list displayed under **Batches for Selected Batch Set** or from search results.
3. In the SmartLinks Bar, click the **Selected Batch Sheet** SmartLink.

Note: If the **Selected Batch Sheet** SmartLink does not appear in the SmartLinks Bar, it is available on the **Batches SmartMenu** in the **Batches for Selected Batch Set** section (right).



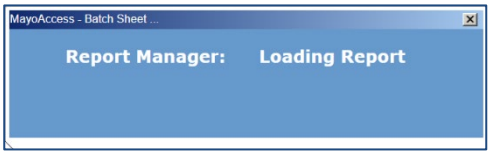
The batch sheet opens in a new window.



4. Click the **Print Report** button. 

Note: Do not right-click on the batch sheet and select **Print**. This will print out what you see on your screen, which may not accurately reflect the entirety of the MayoACCESS-generated batch sheet.

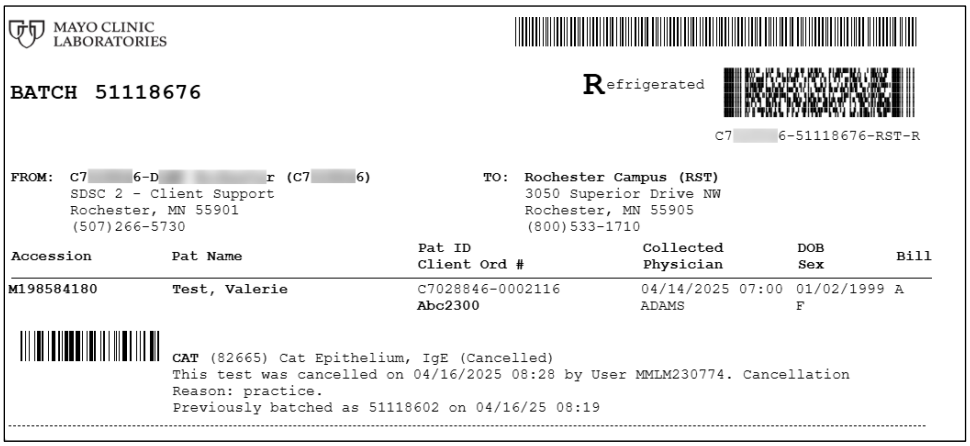
Pop-up messages indicate MayoACCESS's progress as it generates the batch sheet (right).



If you are configured for SPS, the batch sheet will automatically either print to the printer you selected during SPS setup or be saved as a PDF in the folder you designated during SPS setup.

If you are configured for standard Windows printing, for every print job, the **Print** dialog box for your operating system appears. From there, you can print the batch sheet or save it as a PDF.

5. Ensure that the batch sheet is formatted correctly. An example is below.



MAYO CLINIC LABORATORIES

BATCH 51118676

Refrigerated

C7[redacted]6-51118676-RST-R

FROM: C7[redacted]6-D[redacted]r (C7[redacted]6)
SDSC 2 - Client Support
Rochester, MN 55901
(507)266-5730

TO: Rochester Campus (RST)
3050 Superior Drive NW
Rochester, MN 55905
(800)533-1710

Accession	Pat Name	Pat ID / Client Ord #	Collected / Physician	DOB / Sex	Bill
M198584180	Test, Valerie	C7028846-0002116 / Abc2300	04/14/2025 07:00 / ADAMS	01/02/1999 / F	A

CAT (82665) Cat Epithelium, IgE (Cancelled)
This test was cancelled on 04/16/2025 08:28 by User MMLM230774. Cancellation Reason: practice.
Previously batched as 51118602 on 04/16/25 08:19

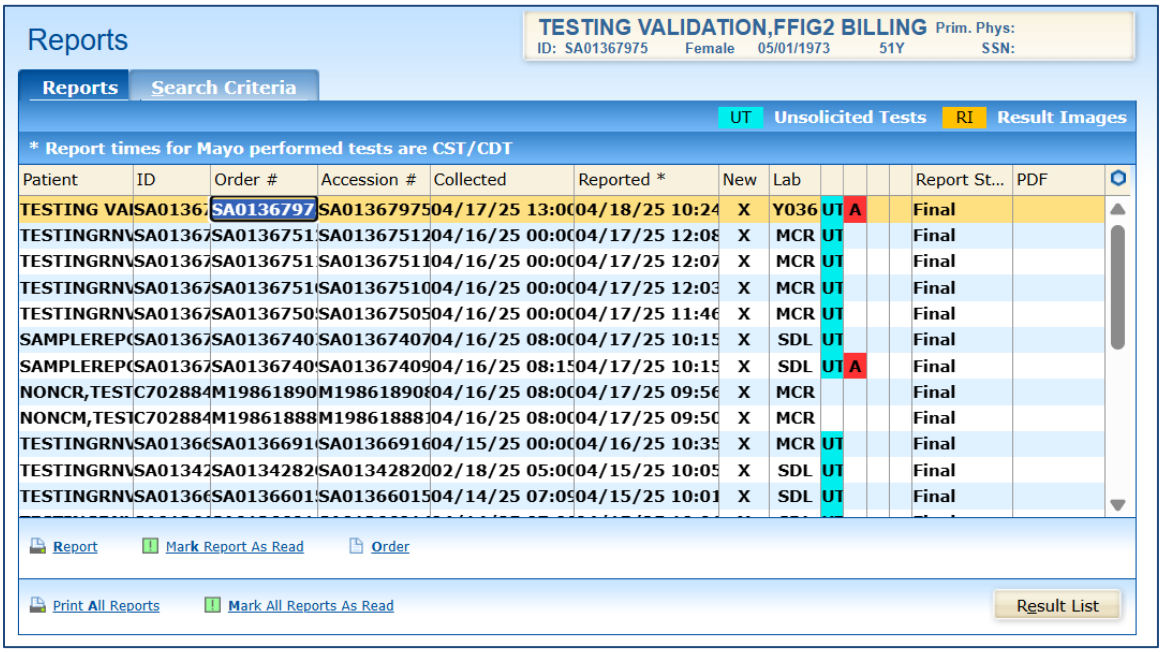
If the batch sheet is not printing correctly, contact Customer Service.

Printing a report

To print a report:

1. From the **Results** menu, select **Reports** (right).

   The **Reports** page appears.



2. Find and select the report you want to print.
3. On the left side of the SmartLinks Bar, click the **Report** SmartLink.

4. Ensure that the report is printed.

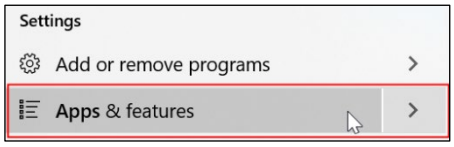
Tips

Below are tips for getting the most out of your Mayo Clinic online experience.

Checking your print option version

If you need to find out which version of Atlas Print Service or SPS you are running:

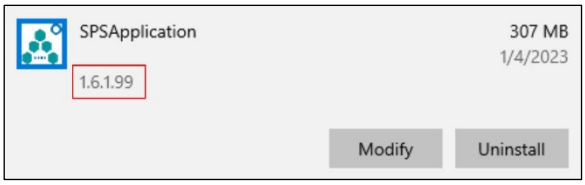
1. From the workstation's **Start** menu, search for and select **Apps & features** (right).



2. In the list that appears, click **ATLAS Print Service** or **SPSApplication**.

   The installed version appears under the print option name.

Example view of old **ATLAS Print Service**



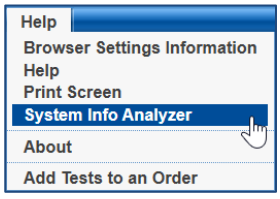
Example view of new **SPSApplication**

Confirming successful switch to and use of new print option

To confirm that your configuration has been switched and that you are now successfully using SPS or standard Windows printing:

1. Log in to MayoACCESS.
2. From the **Help** menu, select **System Info Analyzer** (right).

   A MayoACCESS welcome screen appears.

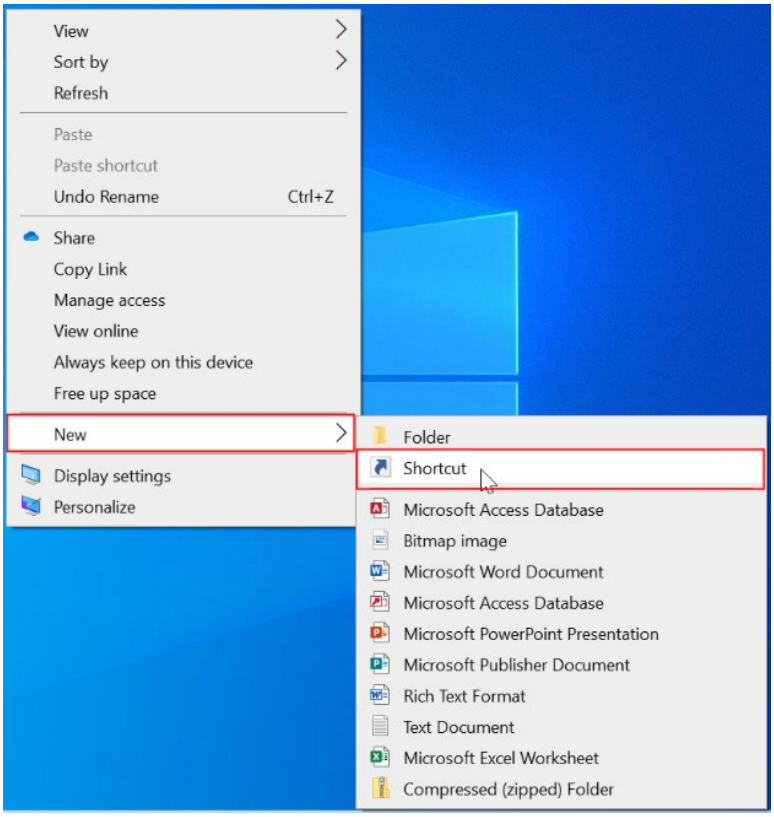


- If the screen shows **Print Service Enabled: Yes** and **Print Service Port: 51001**, the site is configured for SPS as shown above.
- If the screen shows **Print Service Enabled: No**, the site is configured for standard Windows printing.

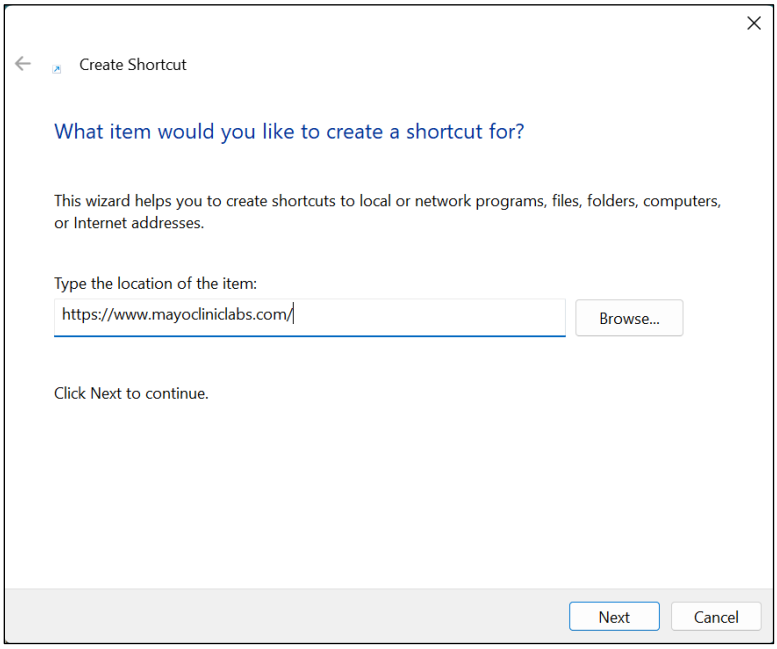
Creating a shortcut icon on the desktop

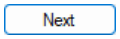
For quick access to the Mayo Clinic Laboratories website, you can add shortcuts to your computer desktop in Windows. To do so:

1. Right-click anywhere on your computer desktop.
2. From the pop-up menu, select **New**, and then **Shortcut**.

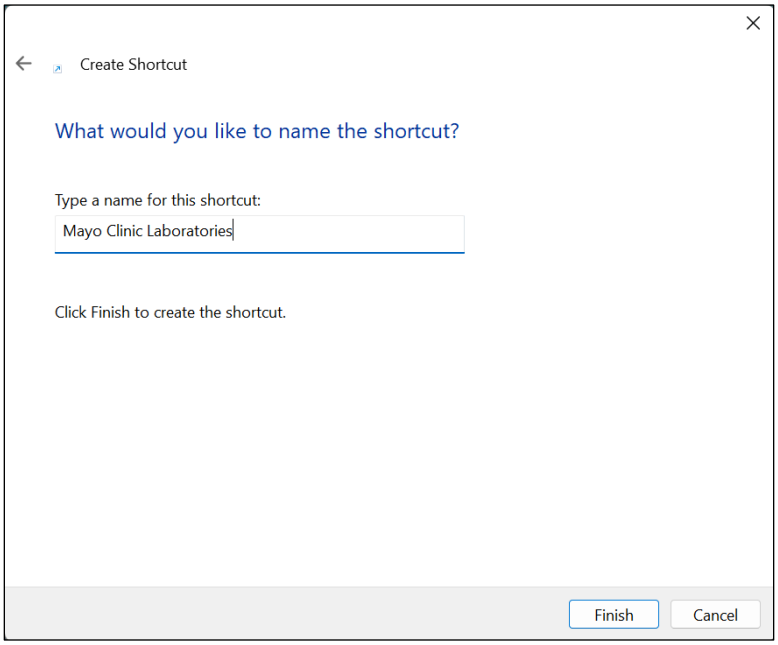


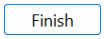
3. In the text field on the first screen of the **Create Shortcut** wizard, enter the uniform resource locator (URL) for the shortcut icon, in this case https://mayocliniclabs.com.



4. At bottom right, click the **Next** button. 

5. On the next screen of the wizard, enter the name for this shortcut. For example, enter “Mayo Clinic Laboratories”.



6. To create the shortcut and exit the wizard, click the **Finish** button. 

The shortcut icon appears on your computer desktop (right).

7. Double-click this icon to go to https://mayocliniclabs.com.

Clearing the web browser cache

Regularly clearing the cache of your web browser by removing temporary internet files and cookies can help optimize application performance. Instructions for doing so in Google Chrome and Microsoft Edge can be found at the following links:

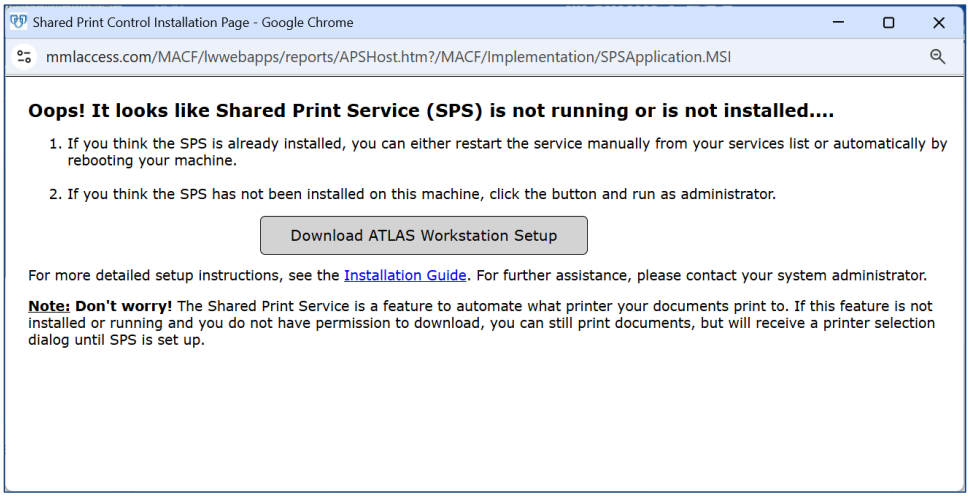
- **Chrome:** Clear cache & cookies
- **Edge:** How to manage and clear your cache and cookies

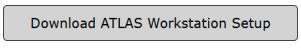
Troubleshooting

This section provides instructions on how to troubleshoot errors in SPS installation and specimen label printing.

SPS installation

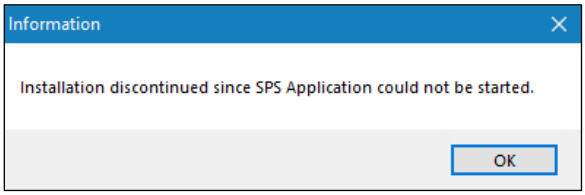
If when logging into MayoACCESS you select a site that is configured to use SPS, but the print service is not installed, the following message appears:



Click the **Download ATLAS Workstation Setup** button 

and follow the instructions in Installing Sunquest Print Service.

If you are not logged into your workstation as an administrator, the following message appears, and the application is not installed:

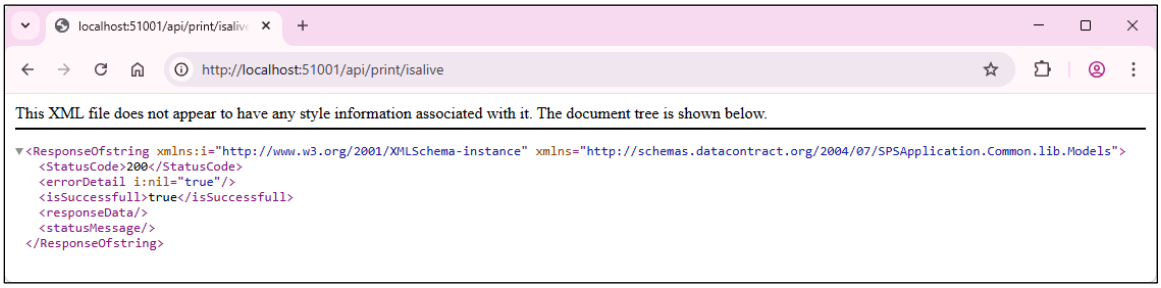


If you do not have administrator access to your workstation, contact your IT team or Help Desk for assistance.

After installing SPS, check the installation through the 51001 local port by pasting the following URL into the browser address bar:

- `http://localhost:51001/api/print/isalive`

If SPS is installed properly, you will see the following message and HTML:



Two different implementations of SPS

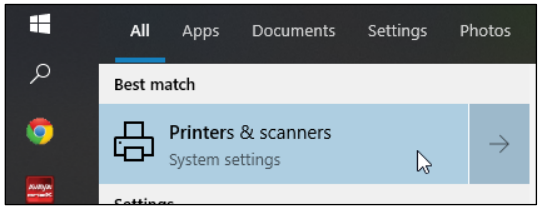
Testing has shown that the same implementation of SPS can be used for two different instances of Atlas. Therefore, if you use Sunquest Atlas for non-printing purposes (for example, outreach), you may not encounter any issues.

However, not every combination of SPS and Atlas has yet been tested. If you have any issues using both services in tandem, please contact your Atlas vendor representative.

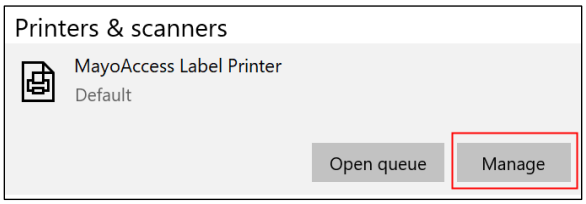
Specimen label printing

If specimen labels are cutting off on the last line, update the **MayoAccess Label Printer Printing Defaults**:

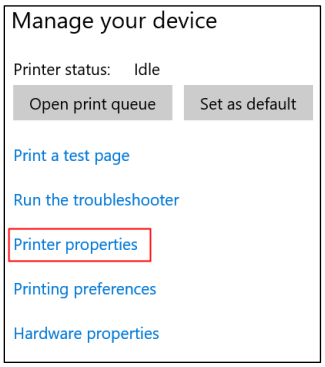
1. In the Windows **Start** menu, search for **Printers & scanners**.



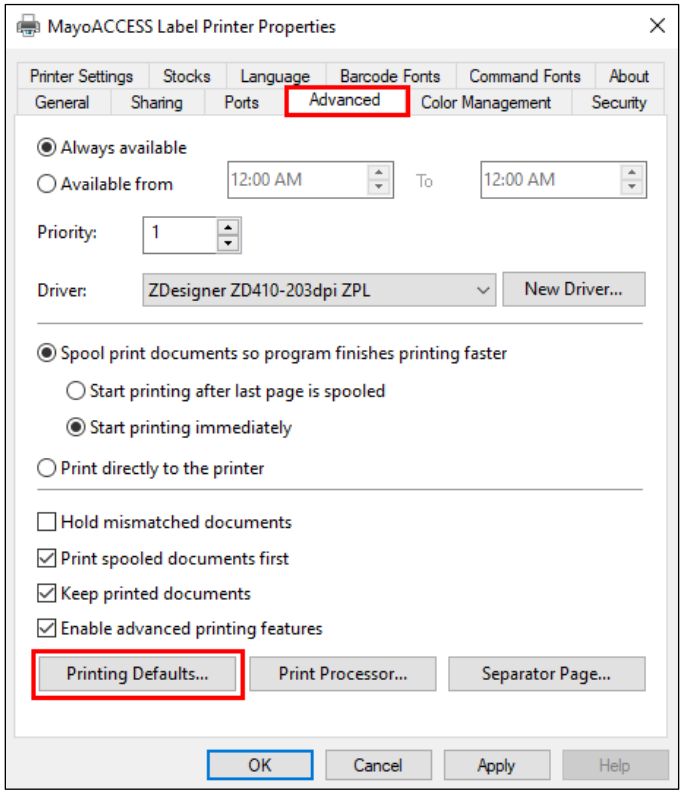
2. Select **MayoAccess Label Printer** and click the **Manage** button.



3. Click the **Printer properties** link.

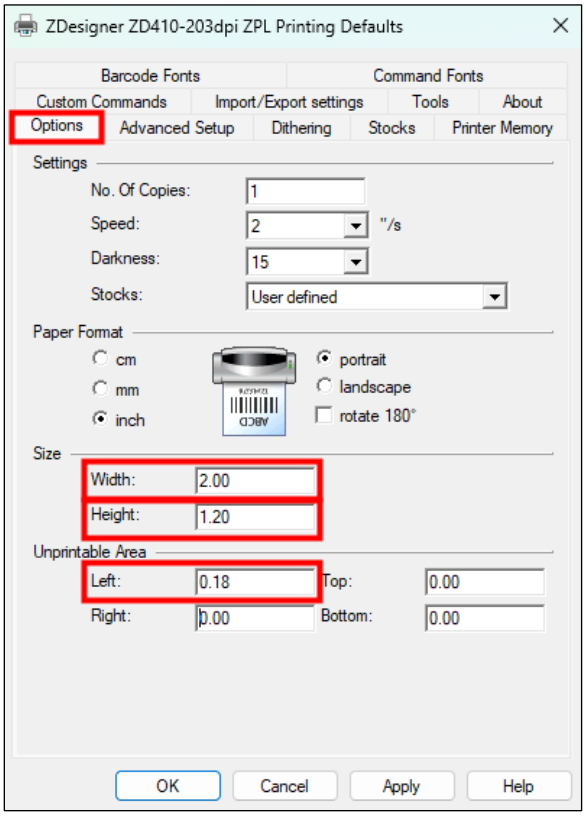


4. In the **Printer properties** dialog box, select the **Advanced** tab and, at bottom left, click the **Printing Defaults…** button.

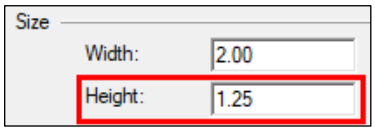


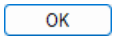
In the **Printing Defaults…** dialog box, on the **Options** tab, standard settings are as follows:

- In the **Size** section:
  - **Width** is `2.00`.
  - **Height** is `1.20`.
- In the **Unprintable Area** section, **Left** is `0.18`.



5. Change **Height** from `1.20` to `1.25` (right).



6. To apply the change and close the dialog box, click the **OK** button. 

Uninstalling Sunquest Print Service

If MayoACCESS is no longer needed on a workstation, you can uninstall the printing function.

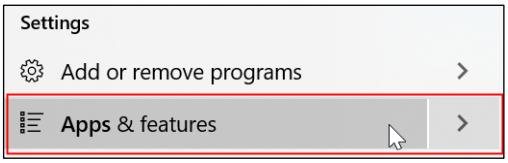
Notes:

- If a workstation previously had SPS installed but then needed to uninstall it, you need not contact Customer Service to update the configuration because the configuration has already been updated.

- If your site previously had SPS installed but then needed to convert to standard Windows printing or vice versa, contact Customer Service for further assistance.

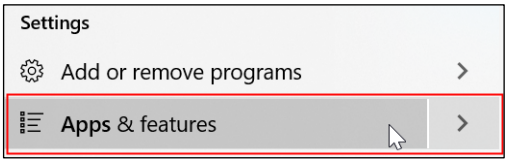
To uninstall SPS:

1. Promote yourself to be an administrator on the workstation. If you do not have permissions to do so on your workstation, contact your IT team or Help Desk for assistance with the installation.
2. Determine which print service to uninstall. From the workstation's **Start** menu, search for and select **Apps & features** (right).



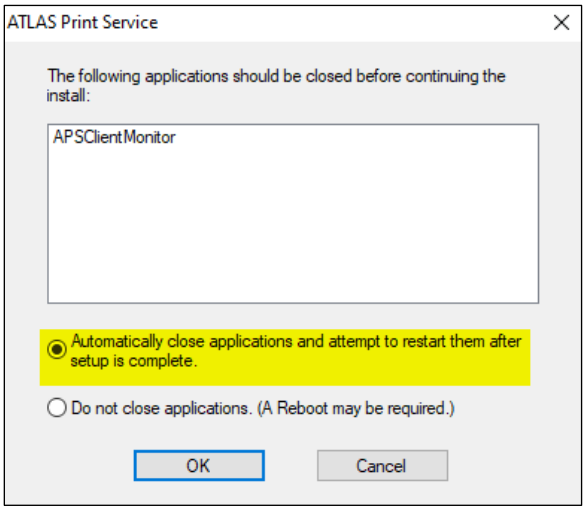
   Both **ATLAS Print Service** and **SPSApplication** will appear in the results.

3. If **ATLAS Print Service** is currently installed, uninstall it as follows:
   a. **(Optional)** Stop SPS. In the **Start** menu, search for and select **Services**. In the **Services** dialog box, right-click **ATLAS Print Service** and, from the pop-up menu, select **Stop**. This allows the next step to complete faster.
   b. From the **Start** menu, search for and select **Apps & features** (right).



   c. In the **Apps & features** window, select **ATLAS Print Service**.
   d. Click the **Uninstall** button Uninstall twice.

A dialog box appears, providing two radio button options for stopping the `APSClientMonitor.exe` program.



e. We recommend maintaining the default **Automatically close applications and attempt to restart them after setup is complete** option.

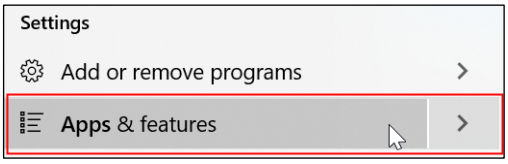
f. To continue uninstalling ATLAS Print Service, click the **OK** button. OK

Once the uninstall is complete, **ATLAS Print Service** will no longer be listed in the **Services** window.

g. In the **Start** menu ⊞, search for and select **Services**. If **ATLAS Print Service** still appears, refresh the **Services** window.

4. If **SPSApplication** is currently installed, uninstall it as follows:

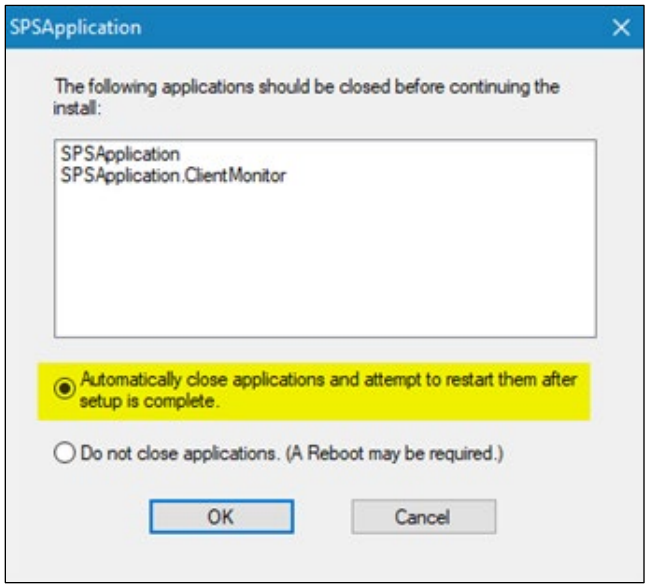
a. From the **Start** menu ⊞, search for and select **Apps & features** (right).



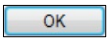
b. In the **Apps & features** window, select **SPSApplication**.

c. Click the **Uninstall** button Uninstall twice.

A dialog box appears, providing two radio button options for stopping the `SPSApplication` and `SPSApplication.ClientMonitor` programs.



d. We recommend maintaining the default **Automatically close applications and attempt to restart them after setup is complete** option.

e. To continue uninstalling ATLAS Print Service, click the **OK** button. 

Once the uninstall is complete, **SPSApplication** will no longer be listed in the **Services** window.

Sunquest Print Service command line installation

Note: This section is for IT department use only.

A command line is available for sites that have many workstations to be set up. Before running the command, promote yourself to be an administrator on the workstation. If you do not have permissions to do so on your workstation, contact your IT team or Help Desk for assistance with the installation.

1. When printing to PDF, select the **Sunquest Save as PDF** option.
2. Create the folder for PDFs so that all MayoACCESS users on that workstation have read and write permissions for it. This folder should always be defined in case it is needed in the future.

   ```
   mkdir <local path for PDF printouts>
   ```

   ```
   msiexec.exe /I "<path of the SPSApplication.msi >" /quiet
   DEFAULTPRINTER="<name of the default printer>"
   DEFAULTPDFDIRECTORY="<local path for PDF printouts>"
   ```

   For example:

   ```
   mkdir C:\MayoACCESS\SPS
   ```

```
msiexec.exe /I %USERPROFILE%\Downloads\SPSApplication.msi /quiet
DEFAULTPRINTER="Sunquest Save as PDF"
DEFAULTPDFDIRECTORY="C:\MayoACCESS\SPS"
```

3. To test the command line, remove the `/quiet` flag. This will cause dialog boxes and success messages to appear. The `<local path for PDF printouts>` is required.
4. Replace `<path of the SPSApplication.msi>` with the location of the downloaded `SPSApplication.msi` file.
5. `<name of the default printer>` must be a printer installed on the workstation. If you are unsure of the printer's name for the command line, run the install as shown in Installing Sunquest Print Service. The **Default Printer** drop-down menu will show the available values for **DEFAULTPRINTER**.
6. If you are using **Sunquest Save as PDF** as **DEFAULTPRINTER** for a group of users, be sure to communicate to the users that they can change the default printer to a physical printer.
7. The quiet install will not start the application. You can do so by opening **SPSApplication** on the public desktop. The application will start the next time a user logs in.

   The install folder defaults to `C:\Program Files (x86)\SPSApplication`.

For assistance, contact Customer Service.

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