

MayoACCESS® Workstation Setup Guide

TABLE OF CONTENTS

Introduction	. 5
System requirements	. 5
Operating system	. 5
Web browser	. 5
Mayo Clinic Laboratories websites	. 5
Computer setup for MayoACCESS	. 6
Allowing pop-ups in Microsoft Edge or Google Chrome	. 6
MayoACCESS printing overview	. 6
Options	. 6
Standard Windows printing	. 6
Sunquest Print Service	. 6
Installing Sunquest Print Service	. 7
Prerequisites	. 7
Downloading the install file	. 8
Installing the print service	. 8
Changing the default settings	13
Changing the default printer	13
Changing the default PDF directory	14
Opening the default PDF directory	14
Setting up the label printer	15
Testing Sunquest Print Service or standard Windows printing	22
Printing specimen labels	22
Printing a batch sheet	23
Printing a report	25
Tips	26
Checking your print option version	26
Confirming successful switch to and use of new print option	26
Creating a shortcut icon on the desktop	27
Clearing the web browser cache	29

Troubleshooting	29
SPS installation	29
Two different implementations of SPS	30
Specimen label printing	30
Uninstalling Sunquest Print Service	32
Sunquest Print Service command line installation	35

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: <u>https://mmlaccess.com</u>
- MayoACCESS test site: <u>https://test.mmlaccess.com</u>
- Mayo Clinic Laboratories: <u>https://mayocliniclabs.com</u>
- Sectra UniView (Digital Image Tech only): https://digitalpathview.mayocliniclabs.com
- Mayo Clinic Identity Management:
 - o https://account.mayoclinic.org
 - o 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 <u>MayoACCESS printing overview</u>.
- 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 <u>https://mmlaccess.com</u> and <u>https://test.mmlaccess.com</u> 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: <u>Block pop-ups in Microsoft Edge</u> (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 <u>Customer</u> <u>Service</u>.

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 <u>Installing Sunquest Print Service</u> 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 <u>Customer Service</u>. 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.

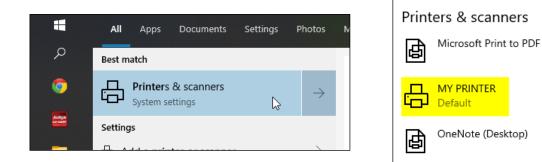
With SPS, documents are printed based on settings selected by the user during the installation process. This allows printing without Windows prompts on all workstations using MayoACCESS.

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 <u>Customer</u> <u>Service</u>. 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

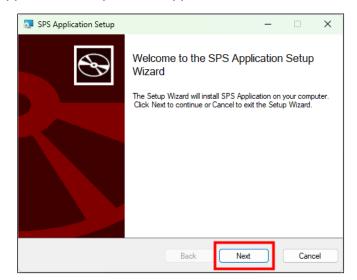
Installing the print service

- 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.

Windows Installer	
Preparing to install	
	Cancel

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



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

SPS Application Setu	p	-		\times
Add or modify application	settings:		¢	Ð
Port	51001			
Install Directory	C:\Program Files (x86)\SPSApplication			
	Change			
	Back	stall	Cance	4

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

The progress bar appears.

Installing SPS Application			
			\odot
Please wait while the Setup Wizard inst	alls SPS Applic	ation.	
Status: GenerateScript			
	Back	Next	Cancel

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

5 SPS Application S	etup		-	-		×
Select Default Configurations				Č	\mathbf{S}	
Default Printer				~		
Default PDF Directory	C: \Users\Public\SPSApp	olication\PDF			Brows	se
		Back	Next		Cano	el

- 5. Select a default printer.
 - Select the destination printer for MayoACCESS documents. This should be the default printer that you identified in the <u>Prerequisites</u> 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.

🖶 SPS Application - Prin	ter Selection	×
Default Printer		
Sunquest Save as PDF		~
	Cancel	Set

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

SPS Application Sector	etup		-		×
Select Default Cor	nfigurations			e	Ð
Default Printer			\sim		
Default PDF Directory	Sunquest Save as PDF OneNote (Desktop) Microsoft Print to PDF MayoAccess Label Print Adobe PDF	er	 	Brot	wse
		Back	Next	Car	ncel

- 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.

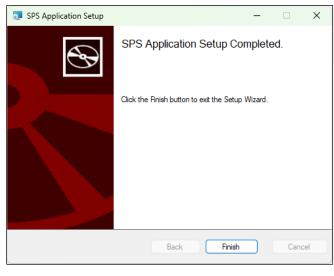
📰 SPS Application Setup	_		×
Select a printer and click the Test Print button to test the SPS Applica	ation.	¢	Ð
This step is optional. To continue, click "Next" button.			
Printer Sunquest Save as PDF Test Print	~		
Back	Next	Can	cel

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:

💵 SPS Appl	ication Setup	-		×
Select a print	er and dick the Test Print button to test the SPS Ap	plication.	¢	Ð
This step is	optional. To continue, click "Next" button.			
Printer	Sunquest Save as PDF Test Print PDF file saved successfully.	~		
	Back	Next	Can	cel

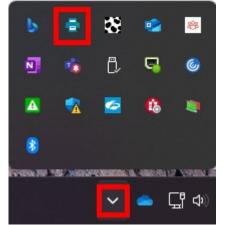
9. At bottom right, click the **Next** button. Next

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



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

Changing the default settings



The following tasks require the use of the printer icon **s** 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 popup menu, select **Change Default Printer** (right).

Open Default PDF Directory Change Default PDF Directory			
Change Default Printer			
About			

The Printer Selection dialog box appears.

SPS Application - Print	ter Selection		×
Default Printer			
Sunquest Save as PDF			\sim
	Cancel	Set	

- 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 popup menu, select **Change Default PDF Directory** (right).

The Default Directory Selection dialog box appears.

Open Default PDF Directory	_
Change Default PDF Directory	
Change Default Printer	
About	

SPS Application - Default Directory Sele	ection X
Default PDF Directory	
C:\Users\Public\SPSApplication\PDF	Browse
Cancel	Set

- 2. To the right of the **Default PDF Directory** field, click the **Browse** button **Browse** 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. Rightclick the printer icon in the system tray and, from the pop-up menu, select **Open Default PDF Directory** (right).

Open Default PDF Directory
Change Default PDF Directory
Change Default Printer
About

The default directory opens.

> ··· Local Disk (C:) > Users > Public	> SPSApplication >	PDF	Search PDF	٩
▲ I Sort ~ ■ View	~ ···			📑 Details
Name	Date modified	Туре	Size	
20250415_161214321.pdf	7/1/2024 3:51 PM	Adobe Acrobat Docu	93 KB	

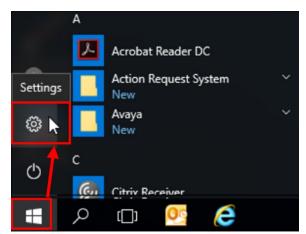
Setting up the label printer

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. 🚳



- Windows Settings Find a setting Network & Internet Devices System Display, sound, notifications, Bluetooth, printers, mouse Wi-Fi, airplane mode, VPN power Personalization -Apps Accounts Lef 1 Background, lock screen, colors Uninstall, defaults, optional Your accounts, email, sync,
- 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.

← Settings		- 🗆 X
යි Home	Bluetooth & other devices	
Find a setting $\begin{tabular}{lllllllllllllllllllllllllllllllllll$	+ Add Bluetooth or other device	Turn on Bluetooth even faster To turn Bluetooth on or off without opening Settings, open action center and select the Bluetooth icon.
Bluetooth & other devices	Mouse, keyboard, & pen	
Printers & scanners	Logitech® Unifying Receiver	Related settings Devices and printers
() Mouse	Logitech® Unifying Receiver	Sound settings
Typing		Display settings
Pen & Windows Ink	Other devices	Have a question?
AutoPlay		Sharing files over Bluetooth
🖞 USB	HP E242	Reinstalling Bluetooth drivers Fixing Bluetooth connections
	□ HP E242	Get help
	Microsoft Remote Display Adapter	

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.

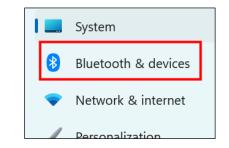
The Devices and Printers	- 🗆 X
	✓ ♂ Search Devices and Printers
Add a device Add a printer See what's printing Print server properties Remove device	🖻 🔻 🔞
v Devices (3)	
Digital Flat Panel Generic Non-PnP R5490268 (640x480 60Hz) Monitor	
v Printers (8)	
Adobe PDF (redirected 4) Microsoft Print to	
Set as default printer Unspecified (1) Printing preferences	
Printer properties	
Create shortcut	
Remove device Troubleshoot	
Microsoft Remote Display Properties	
Adapter	
ZDesigner ZD410-203dpi ZPL (redirected Model: Remote Desktop Easy Print Categoy: Printer Status: 0 document(s) in queue	

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

\leftarrow Settings		-		×
@mayo.edu	System			
Find a setting Q	HP EliteBook 840 G8 Notebook PC Rename			
System	😝 Windows Update			- 1
8 Bluetooth & devices	Last checked: 5 hours ago			
Network & internet	- Dirplay			
Personalization	Display Monitors, brightness, night light, display profile		>	
Apps	())) Sound			
e Accounts	Volume levels, output, input, sound devices		>	
Time & language	Q Notifications		>	
X Accessibility	Alerts from apps and system, do not disturb			
Privacy & security	Focus Reduce distractions		>	
Windows Update	Neddle districtions			
	(I) Power & battery		>	

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**.

Find	d a setting Q		Devices Mouse, keyboard, pen, audio, dis devices	plays and docks, other	Add device	>
. I 🛞	System Bluetooth & devices	ē	Printers & scanners Preferences, troubleshoot			>
	Network & internet Personalization	Ô	Cameras Connected cameras, default imag	ge settings		>

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.

Blue	etooth & devices > Printers & scanners	
Add	a printer or scanner Add device	
8	Adobe PDF Default	>
¢	Microsoft Print to PDF	>
8	OneNote (Desktop)	>
	ZDesigner ZD410-203dpi ZPL Not connected	>

The ZDesigner ZD410-203dpi ZPL window opens.

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

Printer properties	ß
--------------------	---

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

🖶 ZDesigner 2	ZD410-203dpi ZPL Proper	ties	×
Printer Settings General S	Stocks Language Sharing Ports Adv	Barcode Fonts Command anced Color Manageme	
	MayoAccess Label Prin	ter	
Location:			
Comment:			
Model:	ZDesigner ZD410-203dp	ii ZPL	
Features Color: No		Paper available:	
Double-sid	led: No	User defined	
Staple: Unl			
Speed: Unl Maximum	resolution: 203 dpi		-
	Prefe	Print T	est Page
	ОК	Cancel Apply	Help

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

Printer Settings General	Stocks Sharing		Barcode F dvanced		Command Fonts Management	Abou Security
 Always av 	2	1 Old		00101	hanagement	ocodinty
 Available 		12:00 AM	*	То	12:00 AM	*
Priority:	1	▲ ▼				
Driver:	ZDesigne	er ZD410-203c	lpi ZPL		~ New Dr	iver
O Start p	printing im	-	spooled			
	printing im	mediately	spooled			
• Start p	orinting im ctly to the p matched de	printer	spooled			
Start p Print direc Hold miss Print spoc	orinting im ctly to the p matched do oled docum	mediately printer ocuments nents first	spooled			
Start p Print direc Hold miss Print spoc Keep print	orinting im ctly to the p matched do oled docum	mediately printer ocuments nents first				
Start p Print direc Hold miss Print spoc Keep print	orinting im ctly to the p matched do oled docum	mediately printer ocuments nents first				
Start p Print direc Hold misu Print spoc Keep print Enable ad	orinting im ctly to the p matched do oled docum	mediately printer ocuments nents first ients nting feature:			Separator Pa	ge

- 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.

🖶 ZDes	igner ZD410-	203dpi	ZPL Prin	ting Def	aults		×
	Barcode Fon	ts			Comman	nd Fonts	
				t settings		ols	About
Options	Advanced	Setup	Dithe	ring	Stocks	Print	er Memory
Setting	s						
	No. Of Copies:		1				
	Speed:		2	•	"/s		
	Darkness:		15	-			
	Stocks:		User de	fined			•
Paper F	Format						
	C cm			• portr	ait		
	C mm		amea.	C land			
	Inch		VBC	rotat	e 180°		
Size -				_			
	Width:	2.00					
	Height:	1.20		1			
Unprint	able Area —			-			
	Left:	0.18		Top:	ſ	0.00	
	Right:	0.00		Bottom	: [0.00	
	ОК		Cance		Apply		Help

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

Note: Once this is done, the dialog box will be renamed the **MayoAccess Label Printer** dialog box, per the action taken in <u>step 5</u> 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 <u>Printing specimen labels</u> 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).



			ABN Printed/Signed	P/S Callba	ck CE	Faxback	FB Stat Ord	ers S
Collected	Order	Order Status	Name	ID	Acct	Phys	Туре	
04/17/25	SA01367975	Final	TESTING VALIDATION, F	SA01367975	C7028		Account	
04/18/25	M198651477	Cancelled	TEST, IMPLEMENTATION	321	C7028	Testing, 123	Account	
04/16/25	SA01367512	Final	TESTINGRNV,AMPIP	SA01367512	C7028		Account	
04/16/25	SA01367511	Final	TESTINGRNV,AMPIP	SA01367511	C7028		Account	
04/16/25	SA01367510	Final	TESTINGRNV,AMPIP	SA01367510	C7028		Account	
04/16/25	SA01367505	Final	TESTINGRNV,AMPIP	SA01367505	C7028		Account	
04/01/25	SA01367496	Received By Lab	SOFTVALIDATIONTESTI	SA01367496	C7028		Account	
04/16/25	SA01367477	Specimen Receipte	TESTINGRNV,NONCR	SA01367477	C7028		Account	
04/16/25	SA01367471	Specimen Receipte	TESTINGRNV,NONCM	SA01367471	C7028		Account	
04/16/25	SA01367409	Final	SAMPLEREPORT, CMSL	SA01367409	C7028		Account	
04/16/25	SA01367407	Final	SAMPLEREPORT, CMSL	SA01367407	C7028		Account	
04/16/25	M198618908	Final	NONCR,TEST	C7028846-00	C7028	UNKNOWN, DR	Account	
04/16/25	M198618881	Final	NONCM, TEST	C7028846-00	C7028	UNKNOWN, DR	Account	
04/16/25	SA01367361	Specimen Receipte	TESTINGRNV,NONCR	SA01367361	C7028		Account	
04/16/25	SA01367360	Specimen Receipte	TESTINGRNV,NONCR	SA01367360	C7028		Account	

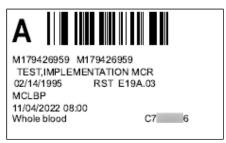
The **Order Search** page appears.

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

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

Or	der Search SmartMenu			X	0
===	🔘 🗎 <u>Export Grid</u>	≜	🔘 🗳 <u>Refresh Grid</u>		
	🔘 💾 Grid Report	≜	🧭 <u>Search Results</u>		
	🧭 <u>Pending Tests</u>	≜			
	O 🖴 ABN	≜	🔘 <u>I</u> Order Issue Management		
	🔘 📳 Batch Information	≜	🧭 🛃 <u>Perform Order</u>		
	🔘 📳 <u>Cancel Tests</u>	≜	🔘 造 <u>PSC Order Slip</u>		
	🔘 💾 <u>Cancelled Tests</u>	≜	🔘 📇 <u>Report</u>	≜	
	🧭 🛃 Edit Order	≜	🔘 💷 <u>Set Callback</u>	≜	
	Encounters	≜	🔘 💷 <u>Set Faxback</u>		
	🧭 🛅 <u>Order</u>	≜	🕝 🖹 <u>Specimen Labels</u>		

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).

Orders New Ord	Results U er
Order Se	arch
Batch Pr Batch Se	ocessing et List
Test Utili	zation
Directory	/ of Services

The **Batch Set List** page appears.

Batch Se	t List									
Batch Sets										
	Batch Set Date	Range		То			Search	<u>C</u> lear		
Date	Time	User								0
04/18/25	09:18	States in the second								
04/17/25	09:06									
04/17/25	09:05									
04/16/25	08:24									
Batches for S	elected Batch	Set								
Batch #	Date/Time	Campus			Temp	erature	Location	Infectious	Override	0
51144543	04/18/2025 09	9:18 Rochester Ca	mpus		Refrig	erated	C7 6-	N	No	
Set of Batch S	Sheets 🛛 🔒 Sel	lected Batch Sheet	Set of L	<u>abels</u>	💾 Un	resolved Issue Repor	<u>t</u>			
Tests for Sele	ected Batch									
Order #	Location	Collected	Test Code	Test Nar	ne	ID	Name	Source /	Accession #	0
M198651477	C7 6-	04/18/25 08:00	IETG	Interfere	ence E	321	TEST, IMPLEMEN	Manual N	1198651477	
					_					

- 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. Estected Batch Sheet

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).

Ba	tches SmartMenu		X	0
===	🔘 🗎 Export Grid 🔺	🔘 😂 <u>Refresh Grid</u>		
	🔘 🖺 Grid Report 🔺			
	🞯 🖺 <u>Selected Batch Sheet</u> 🎧 📥	🧭 💾 <u>Set of Labels</u>		_
	🧭 🖺 <u>Set of Batch Sheets</u> 💛 🛓	🧭 🖺 <u>Unresolved Issue Report</u>	≜	

The batch sheet opens in a new window.

MayoAccess - Batch S	heet					×
MAYO CLINIC LABORATORIE	5					
BATCH 51118	676		\mathbf{R}^{efric}		-51118676-Rs	ST-R
			Rochester Camp 3050 Superior Rochester, MN (800)533-1710	Drive NW 55905		
Accession	Pat Name	Pat ID Client Ord #		Collected Physician	DOB Sex	Bill
M198584180	Test, Valerie	C7028846-00 Abc2300		4/14/2025 07:00 DAMS	01/02/1999 F	A
	Previously batched as 51118	8602 on 04/16	/25 08:19			

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

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).

VayoAccess - batch Sheet		<u> </u>
Report Manager	: Loading Report	

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.

T MAYO CLINIC LABORATORIH								
BATCH 51118	3676	R∘	frigerated	erono (venecina Noricany distric				
			C7 6	-51118676-R	ST-R			
FROM: C7 6-1 SDSC 2 - C Rochester, (507)266-5	Client Support MN 55901	TO: Rochester (3050 Super: Rochester, (800)533-1'	ior Drive NW MN 55905					
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 Epitheliu This test was cancelled o Reason: practice. Previously batched as 511	n 04/16/2025 08:28 by Use	r MMLM230774. Cance	llation				

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).

Results	User	Maste
Reports	հո	
Patholog	y Lab Re	ports
Sup & Re	of PDF Re	ports

The **Reports** page appears.

Reports	i				STING VALIDA SA01367975 Fem		I,FFIG2)5/01/1973		ING Prim. Phys	
Reports	<u>S</u> earc	h Criteria				UT	11P	- 1 - 1 T		esult Images
* Report ti	mes for M	layo perforn	ned tests are	CST/CDT		UI	Unsoli		Fests <mark>RI</mark> R	esuit Images
Patient	ID	Order #		Collected	Reported *	New	Lab		Report St	PDF O
					0 <mark>04/18/25 10:2</mark> 004/17/25 12:0		Y036 U		Final Final	
					004/17/25 12:0		MCR U		Final	
					004/17/25 12:0 004/17/25 11:4				Final Final	
SAMPLEREP	(SA01367	SA0136740	SA01367407	04/16/25 08:0	004/17/25 10:1	5 X	SDL U		Final	
					1504/17/25 10:1 1004/17/25 09:5		SDL U		Final Final	
NONCM, TES	1C702884	M19861888	M19861888	04/16/25 08:0	004/17/25 09:5	сх	MCR		Final	
					004/16/25 10:3 004/15/25 10:0		MCR U		Final Final	
					904/15/25 10:0		SDL U		Final	•
Report	II Mark F	Report As Read	Drder					-	· •	
Print All Re	ports	I Mark All Repo	orts As Read							Result List

- 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

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).

Settings		
ô 3 Add or remove programs		>
E Apps & features	R	>

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

The installed version appears under the print option name.

ATLAS Print Service		182 MB
		3/14/2022
1.6.1.32		
	-	
	Modify	Uninstall
		- 19 C



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.

Help	
Brows	er Settings Information
Help	
Print S	Screen
Syster	n Info Analyzer
About	2
Add To	ests to an Order

MAYO C LABORA	CLINIC ATORIES	
	MayoACCESS ®	
	THANK YOU FOR USING MAYO CLINIC LABORATORIES	
User: <your b="" her<="" name=""> - SPS Print Service En: - SPS Print Service Po</your>	abled: Yes	
Download Print Service	e - Application MSI	
	Powered by ATLAS LabWorks®	

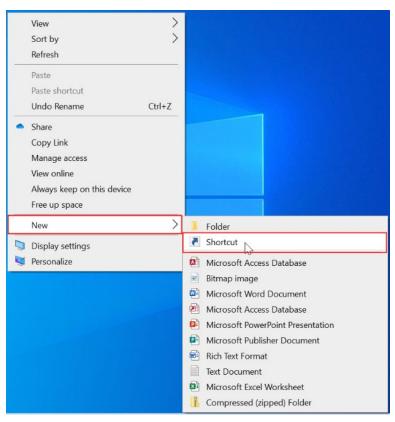
Page 26

- 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.

		×
\leftarrow	Create Shortcut	
	What item would you like to create a shortcut for?	
	This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.	
	Type the location of the item:	
	https://www.mayocliniclabs.com/ Browse	
	Click Next to continue.	
	Next Cance	4

- 4. At bottom right, click the **Next** button. Next
- 5. On the next screen of the wizard, enter the name for this shortcut. For example, enter "Mayo Clinic Laboratories".

			×
←	Create Shortcut		
	What would you like to name the shortcut?		
	Type a name for this shortcut:		
	Mayo Clinic Laboratories		
	Click Finish to create the shortcut.		
			Consel
		Finish	Cancel

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

Tips

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: <u>Clear cache & cookies</u>
- 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 Download ATLAS Workstation Setup 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

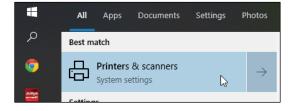
Testing has shown that the same implementation of SPS can be used for two different instances of Atlas. Therefore, if you use Sunquest Atlas for non-printing purposes (for example, outreach), you may not encounter any issues.

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.

Manage your device				
Printer status: Idle				
Open print queue	Set as default			
Print a test page				
Run the troubleshooter				
Printer properties				
Printing preferences				
Hardware properties				

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

HayoACCESS Label Printer Properties				×		
Printer Settings General S	Stocks haring I	Language Ports Ac	Barcode Fo	onts Comm Color Manag	nand Fonts ement	About Security
 Always available f 		12:00 AM	•	То 12:0	00 AM	×
Priority:	1	•				
Driver:	ZDesigner	ZD410-203d	pi ZPL	~	New Driv	ver
● Start p ○ Print direc	Start printing after last page is spooled Start printing immediately Print directly to the printer Hold mismatched documents					
🗹 Print spoo	Print spooled documents first					
	Keep printed documents Enable advanced printing features					
Printing [Printing Defaults Print Processor Separator Page					
		ОК	Cancel	Appl	y	Help

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.

	🖶 ZDesigner ZD410-203dpi ZPL Printing Defaults X
	Barcode Fonts Command Fonts Custom Commands Import/Export settings Tools About Options Advanced Setup Dithering Stocks Printer Memory Settings
	C cm Portrait C mm Image: Commentation of the second of the secon
5. Change Height from	OK Cancel Apply Help 1.20 to 1.25 (right). Size Width: 2.00 Height: 1.25

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 <u>Customer Service</u> 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.

Settings		
ळ Add or remove programs		>
E Apps & features	R	>

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).

Settings		
or remove programs		>
E Apps & features		>

- c. In the Apps & features window, select ATLAS Print Service.
- d. Click the **Uninstall** button Uninstall <u>twice</u>.

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

The fello	wing applications shoul	d be closed before conti	ouina tha
install:	wing applications should	a be closed before conta	iding the
APSClie	ent Monitor		
	1. II. I		
	is complete.	ons and attempt to restar	them after
O Do no	ot close applications. (A	Reboot may be required	l.)

- 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 III, 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 田, search for and	Settings	
	select Apps & features (right).	袋 Add or remove programs >	
		🗵 Apps & features	

- b. In the Apps & features window, select SPSApplication.
- c. Click the Uninstall button Uninstall twice.

2 1

A dialog box appears, providing two radio button options for stopping the

SPSApplication and SPSApplication.ClientMonitor programs.

SPSApplication SPSApplication Client Monitor			
Automatica setup is co	ally close applications mplete.	and attempt to restar	t them after

- 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 <u>Installing</u> <u>Sunquest Print Service</u>. 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 <u>Customer Service</u>.



3050 SUPERIOR DRIVE NW | ROCHESTER, MN 55901 | MAYOCLINICLABS.COM

© 2025 Mayo Foundation for Medical Education and Research. All rights reserved. MAYO, MAYO CLINIC, Mayo Clinic Laboratories, and the triple-shield Mayo logo are trademarks and service marks of MFMER.