Contents

Overview .............................................................................................................................................. 3
What’s New ...................................................................................................................................... 3
February 2019 ............................................................................................................................... 3
System Requirements .......................................................................................................................... 3
CPU .................................................................................................................................................... 3
Operating System ............................................................................................................................ 3
Windows 10 .................................................................................................................................. 3
Windows 8.1 (64-bit) ................................................................................................................... 4
Windows 7 (64-bit) ...................................................................................................................... 4
Windows 7 (32-bit) ...................................................................................................................... 4
Web Browser .................................................................................................................................... 4
Internet Explorer Compatibility View Settings ........................................................................... 4
Applications ..................................................................................................................................... 4
High-Speed Internet Access ........................................................................................................... 4
  IP Addresses to Access the MayoACCESS Application ........................................................ 4
Setting up a Computer for the MayoACCESS Application ........................................................... 5
  Adding Mayo Clinic Laboratories and the MayoACCESS Application as Trusted Sites .... 6
Installing MeadCo ScriptX ActiveX Control .............................................................................. 9
  Changing ActiveX Settings ........................................................................................................ 9
  Uninstalling MeadCo ScriptX ActiveX Control .................................................................... 12
Setting Up Your Label Printer ..................................................................................................... 14
  Downloading and Installing the Zebra ZD 410 Label Printer Driver (Windows 7 only) 14
  Configuring the Label Printer ................................................................................................. 21
Tips ...................................................................................................................................................... 30
  Creating a Shortcut Icon on the Desktop ............................................................................. 30
  Improving Performance ......................................................................................................... 33
  Adjusting Disk Space ............................................................................................................. 33
  Clearing Temporary Internet Files and Cookies ................................................................. 36
Overview

The MayoACCESS application is an advanced test management solution that connects medical and clinical facilities to laboratories. Using a web browser, the MayoACCESS application provides an efficient ordering, tracking, and reporting system that can be used to 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

What’s New

This section describes the updates to the MayoACCESS application and to this document.

February 2019

This document has been updated to reflect new IP addresses for the MayoACCESS and Mayo Clinic Laboratories websites.

System Requirements

The following is a list of the recommended and minimum requirements for using the MayoACCESS application.

CPU

- **Recommended:** Core2Duo / Core i[N] / Xeon
  Minimum: Pentium 4 / Celeron – 1.8 GHz
- **Recommended:** Multiple CPUs / Multi-Cores
  Minimum: Single CPU / Single Core

Operating System

The MayoACCESS application runs only on the Microsoft Windows operating system.

Windows 10

- **Recommended:** 4 GB RAM
  Minimum: 2 GB RAM
Windows 8.1 (64-bit)
   Recommended: 4 GB RAM
   Minimum: 2 GB RAM

Windows 7 (64-bit)
   Recommended: 4 GB RAM
   Minimum: 2 GB RAM

Windows 7 (32-bit)
   Recommended: 2 GB RAM
   Minimum: 1 GB RAM

Web Browser
The MayoACCESS application requires Internet Explorer Version 11 or later.

Internet Explorer Compatibility View Settings
Do not use Internet Explorer compatibility mode on MayoACCESS mmlaccess.com sites.

Turn off compatibility mode from Internet Explorer as follows:
   • Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).
   • Click Tools, and then click Compatibility View Settings.
   • Ensure that compatibility is not turned on for mmlaccess.com.

Applications
The MayoACCESS application requires Adobe Reader Version 11.

Note: Adobe Reader Version 11 works with both 32- and 64-bit Internet Explorer versions. Earlier versions of Adobe Reader work only with 32-bit MeadCo.

High-Speed Internet Access
The recommended Internet speed for using the MayoACCESS application is 4 Mbps or faster. The minimum speed is 1 Mbps. Check the Internet speed by using one of the following websites:
   • Speakeasy.net
   • Speedtest.net

IP Addresses to Access the MayoACCESS Application
If needed, use the following IP addresses as a substitute for the MayoACCESS and Mayo Clinic Laboratories websites:
   • 126.176.0.26 for mmlaccess.com
• 129.176.0.183 for www.mayocliniclabs.com

**Note:** Ensure that ports 80 and 443 are open on your firewall to allow communication between the MayoACCESS application and Mayo Clinic Laboratories.

## Setting up a Computer for the MayoACCESS Application

To set up a computer to use the MayoACCESS application, you must perform the following tasks for each user on the computer, unless the security policies default these settings for all your computers:

- Add Mayo Clinic Laboratories and the MayoACCESS application as trusted websites
- Install MeadCo ScriptX ActiveX Control
- Set up a label printer

The following topics contain procedures for performing each of these tasks.

**Important:** You must be logged in to Microsoft Windows as an administrator to perform these tasks.
Adding Mayo Clinic Laboratories and the MayoACCESS Application as Trusted Sites

To ensure correct system operation, follow these steps to add Mayo Clinic Laboratories and the MayoACCESS websites as trusted sites:

1. Open Internet Explorer.
   
   Note: The MayoACCESS application requires Internet Explorer Version 11 or later.

2. On the Tools menu, click Internet Options.
   
   Note: If the Tools menu is not displayed, you can access Internet Options from the Settings icon.

3. In the Internet Options dialog box, click the Security tab.

4. On the Security page, click the Trusted sites icon and then click Sites.
5. In the Trusted sites dialog box, clear the **Require server verification (https:) for all sites in this zone** check box.
6. Enter each of the following addresses, and click **Add** to add the website to the trusted site list:
   - Mayo Clinic Laboratories  
     https://mayocliniclabs.com
   - MayoACCESS production site  
     https://mmlaccess.com  
     https://sp.mmlaccess.com
   - MayoACCESS test site  
     https://test.mmlaccess.com

7. Click **Close** to close the Trusted sites dialog box.
8. Click **OK** to close the Internet Options dialog box.

**Note:** If you have problems accessing the MayoACCESS application after adding these websites to the list of trusted sites, ensure that Internet Explorer is set to accept cookies.
Installing MeadCo ScriptX ActiveX Control

The MayoACCESS application uses the MeadCo ScriptX ActiveX Control to automatically print certain documents, such as specimen labels.

To install and configure the MeadCo ScriptX ActiveX Control, click https://mmlaccess.com/LWWEBAPPS/Reports/Scripts/mameadco.htm. After you click the link, the following actions occur:

- The appropriate 32-bit or 64-bit version of the print control is downloaded.
- The ScriptX license is installed for all users that use MayoACCESS from the computer.
- A confirmation message is displayed.

Note: If you are reinstalling the MeadCo ScriptX ActiveX Control, first follow the instructions in Uninstalling MeadCo ScriptX ActiveX Control on page 13, and then click https://mmlaccess.com/LWWEBAPPS/Reports/Scripts/mameadco.htm to re-install the MeadCo ScriptX ActiveX Control.

Changing ActiveX Settings

If you experience problems running the MayoACCESS application while downloading ActiveX, log out of the application and follow these steps to change the settings for ActiveX:

1. Open Internet Explorer.
2. On the Tools menu, click Internet Options.
3. In the Internet Options dialog box, click the Security tab.
4. On the Security page, click the **Trusted sites** icon.

5. Click **Custom level**.

![Internet Options](image1)

6. In the Security Settings dialog box, scroll to the ActiveX controls and plug-ins selections.

![Security Settings](image2)
7. In the Trusted Sites Zone dialog box, specify the ActiveX controls and plug-ins settings as shown in the following table:

<table>
<thead>
<tr>
<th>Description</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow previously unused ActiveX controls to run without prompt</td>
<td>Enable</td>
</tr>
<tr>
<td>Allow Scriptlets</td>
<td>Disable</td>
</tr>
<tr>
<td>Automatic prompting for ActiveX controls</td>
<td>Disable</td>
</tr>
<tr>
<td>Binary and script behaviors</td>
<td>Enable</td>
</tr>
<tr>
<td>Display video and animation on a webpage that does not use external media player</td>
<td>Disable</td>
</tr>
<tr>
<td>Download signed ActiveX controls</td>
<td>Prompt</td>
</tr>
<tr>
<td>Download unsigned ActiveX controls</td>
<td>Disable</td>
</tr>
<tr>
<td>Initialize and script ActiveX controls not marked as safe for scripting</td>
<td>Disable</td>
</tr>
<tr>
<td>Run ActiveX controls and plug-ins</td>
<td>Enable</td>
</tr>
<tr>
<td>Script ActiveX controls marked as safe for scripting*</td>
<td>Enable</td>
</tr>
</tbody>
</table>

8. Click **OK** to close the Trusted Sites Zone dialog box.
9. Click **OK** to close the Internet Options dialog box.
Uninstalling MeadCo ScriptX ActiveX Control

If you are experiencing printing problems, follow these steps to uninstall and then reinstall MeadCo ScriptX ActiveX Control.

To find the MeadCo ScriptX version go to Manage add-ons available under the Tools menu. Under Show: select All add-ons and then look for MeadCo ScriptX. The version should be displayed in the table under the version column or in the lower frame after selecting MeadCo ScriptX.

**Note:** If the Tools menu is not displayed, you can access Internet Options from the Settings icon.

If you currently have version 7.0 or later, use Control panel, Add/Remove programs (prior to Windows 7) or Control Panel, Programs and Features (Windows 7 or later) to remove the old MeadCo ScriptX versions.

For versions of MeadCo ScriptX prior to 7.0, use the following directions:

1. Download the Cleansx program from the following web page:
   https://mmlaccess.com/lwwebapps/classes/cleansx.exe
2. If a File Download – Security Warning dialog box is shown, click Run.
3. When you see the command prompt window, press any key.

MeadCo ScriptX is now uninstalled. To reinstall MeadCo ScriptX, follow the instructions in Installing MeadCo ScriptX ActiveX Control on page 9.
Setting Up Your Label Printer

To print labels, you can use either the Zebra LP 2824 Plus or the Zebra ZD 410 label printer. The printers are provided by Mayo Clinic Laboratories.

To set up the printer, complete the following tasks:

1. (For Windows 7 only) **Downloading and Installing the Zebra 410 Label Printer Driver**
   
   Note: If you are using the Zebra ZD 410 printer on Windows 7, you must download and install the printer driver manually. If you are using the Zebra LP 2824 Plus printer, or if you are using Windows 8 or later with either the Zebra LP 2824 Plus or the Zebra ZD 410 printer, the operating system on your computer will locate the driver and install it automatically. In this case, go to **Configuring the Label Printer**.

2. **Configuring the Label Printer**

**Downloading and Installing the Zebra ZD 410 Label Printer Driver (Windows 7 only)**

To download and install the Zebra ZD 410 label printer driver on Windows 7, complete the following steps:

1. Go to [www.zebra.com](http://www.zebra.com).
2. Click **SUPPORT & DOWNLOADS**.
3. Click **Printers**.

---

MayoACCESS® Setup Guide February 2019 Page 14 of 41
4. Scroll down to the DESKTOP PRINTERS section and click **ZD410**.

5. Scroll down to the DRIVERS section, and click the Download link for the ZebraDesigner driver 32/64 bit. Certified for Windows.

6. Click **ACCEPT AND BEGIN DOWNLOAD NOW**.
7. Double-click the executable (.exe) file. The ZDesigner Windows Printer Driver wizard opens.
   a. On the Welcome page of the zDesigner Windows Printer Driver wizard, click Next.
   
   ![Welcome page with Next button highlighted]

   b. On the Select Destination page, click Next.
   
   ![Select Destination page with Next button highlighted]
c. On the Completing the Wizard page, click Next.

d. On the Important Information page, click Next.
e. On the Completing the Wizard page, click **Finish**.

8. The PrnInst wizard opens.
   a. On the PrnInst Welcome page, click **Next**.
b. On the Installation Options page, click **Install Printer**.

![Installation Options](image)

- **Install Printer**
  - Installs one or multiple printers on the system.
- **Uninstall Printer**
  - Uninstalls one or multiple printers and printer drivers from the system.
- **Remove Preloaded Drivers**
  - Removes previously preloaded drivers from the system.

![Select Printer](image)

- On the Select Printer page, scroll down and select **ZDesigner ZD410-203dpi ZPL**, and click **Next**.
d. On the Printer Options page, change the printer name to MayoAccess Label Printer, select the USB port, and click Next.

![Printer Options page]

```
Printer Options
Please select port, printer name and language
```

- Driver version: 5.1.16.E447
- Printer name: MayoAccess Label Printer
- Available ports: LPT1, LPT2, LPT3, USB001, USB002, USB003
- Select language: English

![Additional Install Options page]

```
Additional Install Options
```

- Launch installation of MayoAccess Label Printer
- Launch installation of MayoAccess Label Monitor

The printer driver installation is complete. The next task is to configure the label printer.

![Finish button]
Configuring the Label Printer
To configure the printer, complete the following steps:

1. Plug the power cord into the printer and then into any AC outlet.
2. Use the Universal Serial Bus (USB) cable provided to connect the printer to the computer.
3. Turn the printer on.
4. Configure the label printer properties for the Zebra LP 2844 Plus or Zebra ZD410 printer in Microsoft Windows 7 or Windows 10, by following these steps:
   - **For Windows 7:**
     a. Click the **Start** icon, and then click **Devices and Printers**.

![Devices and Printers](image)
b. In the Devices and Printers window, right-click the ZDesigner LP 2824 Plus (ZPL) or ZDesigner ZD410-230dpi icon and select **Printer properties**.

![Image of Devices and Printers window with ZDesigner LP 2824 Plus (ZPL) selected]

- b1. On the General page of the Properties dialog box, rename the ZDesigner LP 2824 Plus (ZPL) or ZDesigner ZD410-230 DPI printer to MayoAccess Label Printer.

![Image of ZDesigner LP 2824 Properties dialog box with MayoAccess Label Printer entered]

c. On the General page of the Properties dialog box, rename the ZDesigner LP 2824 Plus (ZPL) or ZDesigner ZD410-230 DPI printer to MayoAccess Label Printer.
d. Click the **Advanced** tab, and then click **Printing Defaults**.
e. On the Options page of the Printing Defaults dialog box, specify the following settings:
   a. In the Speed drop-down list, select 2.
   b. In the Width text box, enter 2.00.
   c. In the Height text box, enter 1.20.
   d. In the Left text box, enter 0.18.

f. Click OK to apply the changes and to close the Printing Defaults dialog box.

g. Click OK to close the Properties dialog box.

h. Close the Devices and Printers window.
• For Windows 10:
  a. Click **Start**, and then click **Settings**.

  ![Start Menu](image1)

  b. Click **Devices**.

  ![Devices Settings](image2)
c. Click Devices and printers.

d. Right-click the driver for ZDesigner LP 2824 Plus (ZPL) or ZDesigner ZD410-203dpi ZPL and select Printer properties.
e. On the General page of the Properties dialog box, rename the ZDesigner LP 2824 Plus (ZPL) or ZDesigner ZD410-230 DPI printer to MayoAccess Label Printer.
f. Click the **Advanced** tab, and then click **Printing Defaults**...
g. On the Options page of the Printing Defaults dialog box, specify the following settings:
   a. In the Speed drop-down list, select 2.
   b. In the Width text box, enter 2.00.
   c. In the Height text box, enter 1.20.
   d. In the Left text box, enter 0.18.

h. Click OK to apply the changes and to close the Printing Defaults dialog box.

i. Click OK to close the Properties dialog box.

j. Close the Devices and Printers window.

The Zebra LP 2824 Plus or Zebra ZD410 printer is now installed and ready for use.
Tips
The following topics provide tips for using the MayoACCESS application.

Creating a Shortcut Icon on the Desktop
You can create a shortcut icon on your computer desktop for quick access to the MayoACCESS application and to Mayo Clinic Laboratories. To create a shortcut icon, follow these steps:

**Note:** There might be differences between the 32-bit and the 64-bit environment. Contact Mayo Clinic Laboratories Customer Service if you have problems with your shortcut icon.

1. Right-click anywhere on your computer desktop.
2. In the context menu, click **New**, and then click **Shortcut**.
3. On the first page of the Create Shortcut wizard, enter the address for which you want to create a shortcut icon.

For example, to create a shortcut icon for the production MayoACCESS website, enter the following address:
https://mmlaccess.com

4. Click Next.

5. On the second page of the Create Shortcut wizard, enter the name that you want to use for this shortcut. For example, enter MayoACCESS Production.

6. Click Finish.

A shortcut icon is shown on your computer desktop. Double-click this shortcut icon to open the MayoACCESS application.
7. To add shortcut icons to the MayoACCESS test website and to the Mayo Clinic Laboratories website, repeat this procedure for each of the websites:
   - MayoACCESS test website:
     https://test.mmlaccess.com
     **Note:** To avoid inadvertently ordering tests from the MayoACCESS test site, do not add a shortcut to the test website on the processing computers in your laboratories.
   - Mayo Clinic Laboratories website
     www.mayocliniclabs.com
Improving Performance
The following topics provide tips for improving the performance of the MayoACCESS application on your computer.

Adjusting Disk Space
For best performance, set Internet Explorer to use between 20 and 50 MB of disk space. To check or change these settings, follow these steps:

1. Open Internet Explorer.
2. On the Tools menu, click Internet Options.
3. In the Browsing history section of the General page of the Internet Options dialog box, click Settings.
4. In the Website Data Settings > Temporary Internet Files dialog box, confirm that the value in the **Disk space to use** drop-down list is between 20 and 50 MB.

![Website Data Settings](image)

5. Click **OK** to close the Website Data Settings > Temporary Internet Files dialog box.

6. Click **OK** to close the Internet Options dialog box.
Clearing Temporary Internet Files and Cookies

Internet Explorer stores temporary files and cookies for web pages that you visit. However, as the amount of storage used increases, system performance might be decreased. You can clear these files to improve your system performance.

To clear these files, follow these steps:

1. Open Internet Explorer.
2. On the Tools menu, click Internet Options.
3. In the Browsing history section of the General page of the Internet Options dialog box, select **Settings**.

![Image of Internet Options dialog box with Browsing history section highlighted]
4. In the Website Data Settings > History dialog box, confirm that the value in the **Days to keep pages in history** box is set to **1**.

![Website Data Settings](image)

5. Click **OK** to close the Website Data Settings > History dialog box.
6. Click **OK** to close the Internet Options dialog box.
Troubleshooting

The following topic provides information that can help you address problems with using the MayoACCESS application.

Disabling Pop-up Blockers

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

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 addresses in the Address of website to allow text box and click Add to add the website to the Allowed sites list:
   - 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.