

Troubleshooting

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

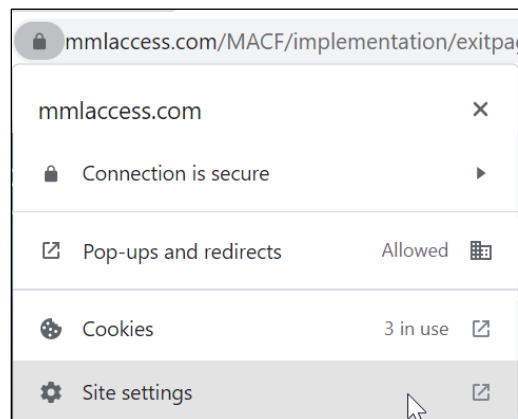
MayoACCESS does not open correctly

If MayoACCESS does not open correctly, you might need to disable pop-up blockers on your computer.

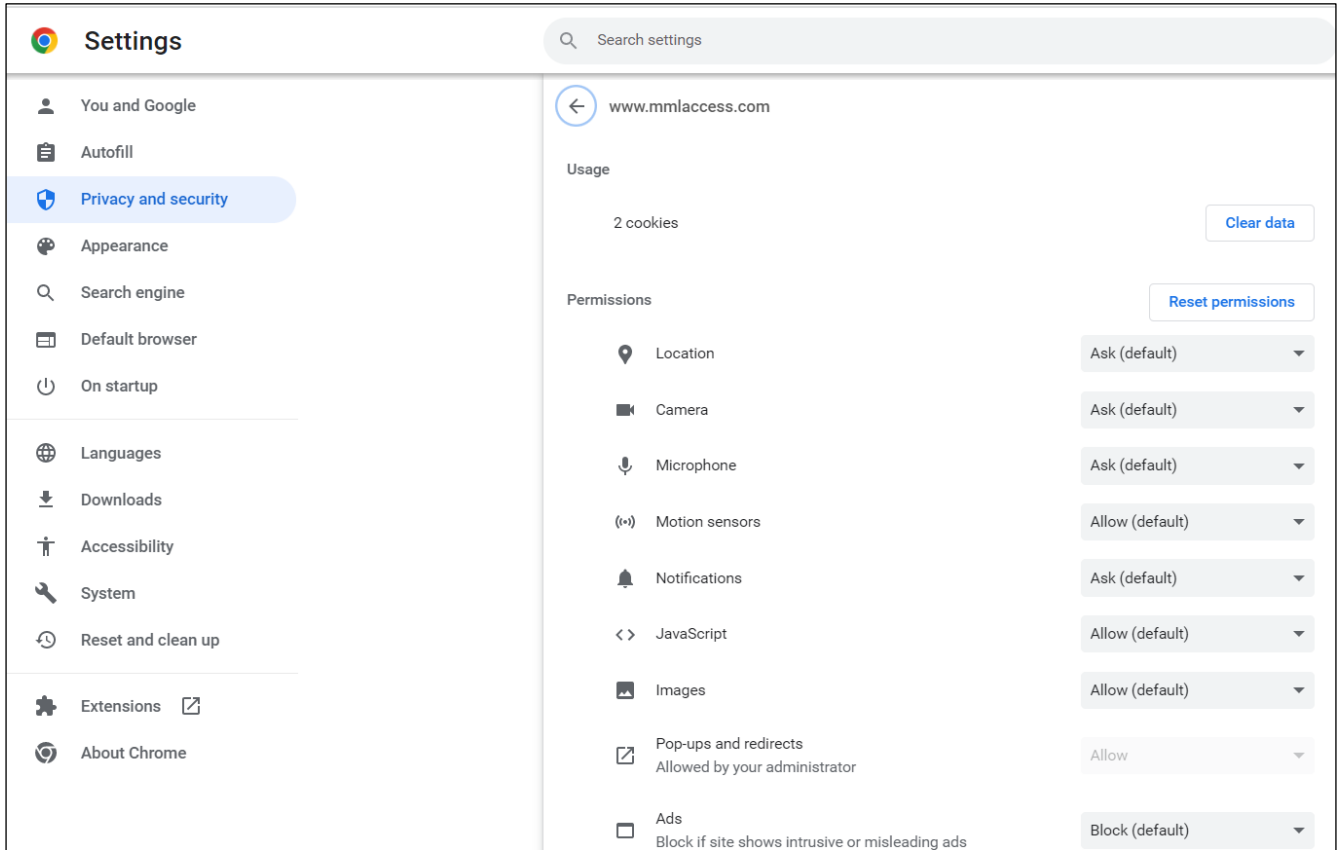
Note: These instructions are for Google Chrome version 11. The steps for other versions of Chrome might be different.

To disable pop-up blockers:

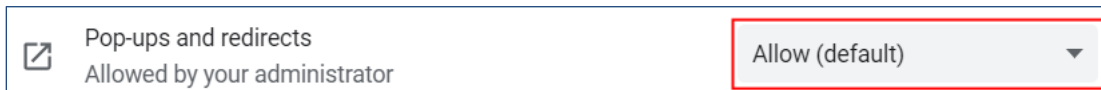
1. In Chrome, at the left side of the address bar, click the padlock icon (right). 
2. From the drop-down menu, select **Site settings**.



You are redirected to the **Privacy and security** tab in **Settings**.



3. In the **Pop-ups and redirects** drop-down menu, make sure **Allow** is selected.




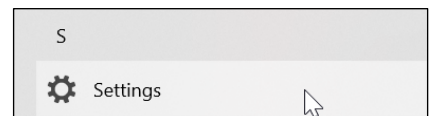
Extended frameset and Patient QuickLinks are not visible

If you cannot see the extended frameset or Patient QuickLinks, you might need to change the resolution of your display.

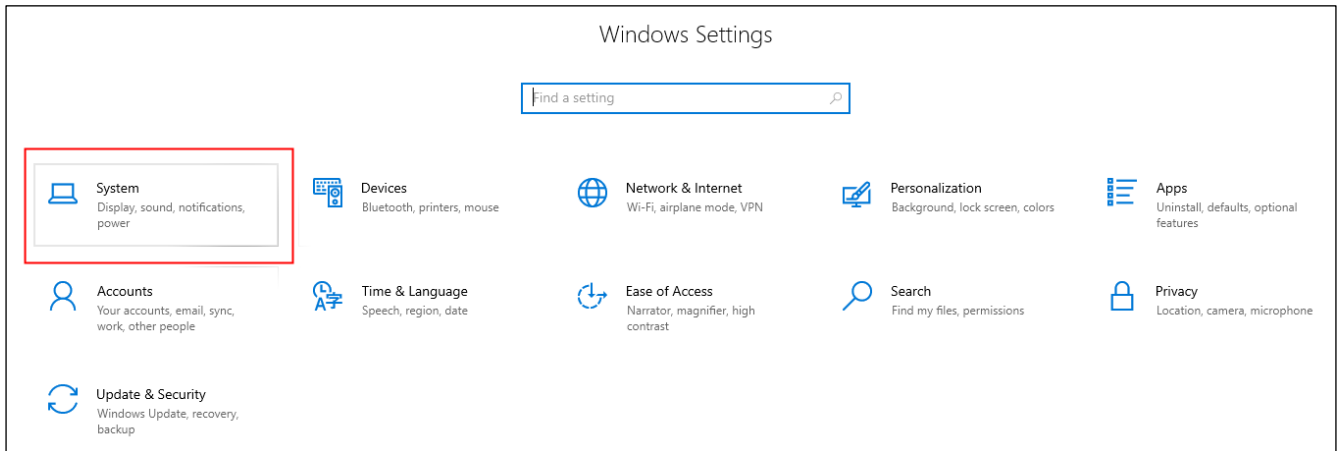
Note: These instructions are for Microsoft Windows 10. The steps for other versions of Windows or other operating systems might be different.

To change your display resolution:

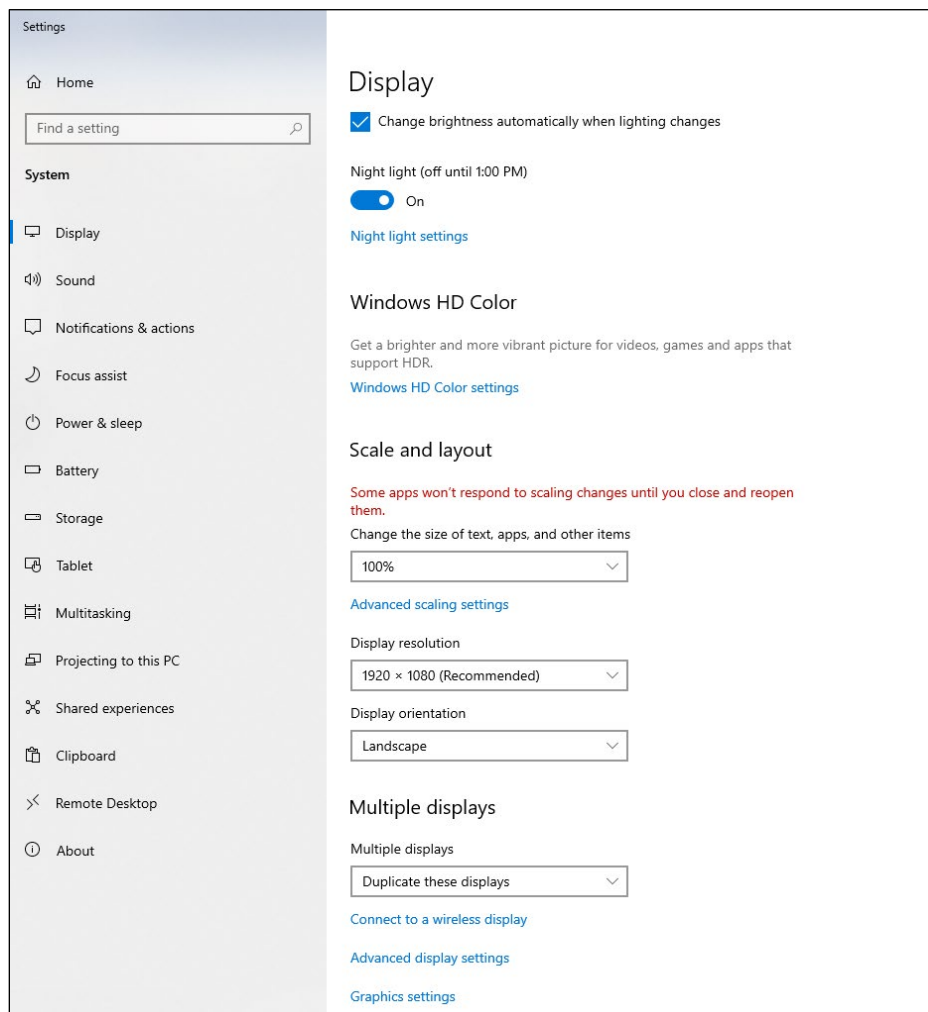
1. In Windows, at the bottom left of your screen, click the **Start** button. 
2. From the pop-up **Start** menu, select **Settings** (right).



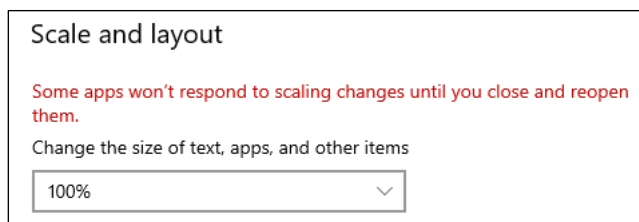
3. In the **Settings** window, click **System**.



You are directed to the **System Settings** window. The **Display** tab is shown by default.



4. Ensure that under **Scale and layout**, **100%** is selected from the **Change the size of text, apps, and other items** drop-down menu.




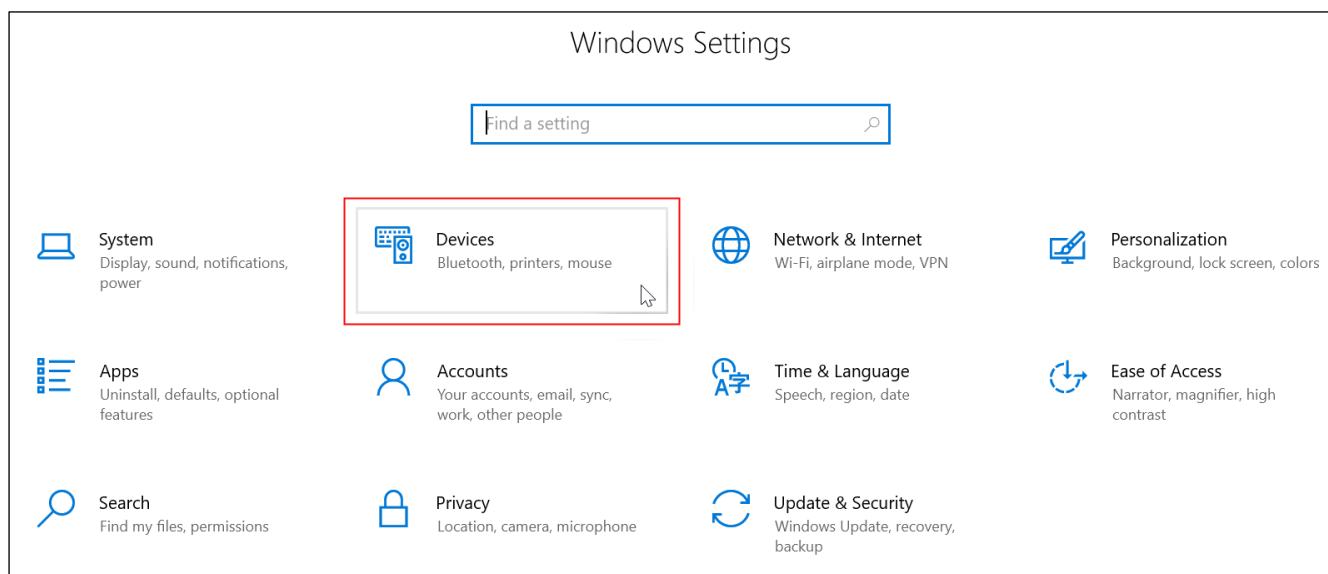
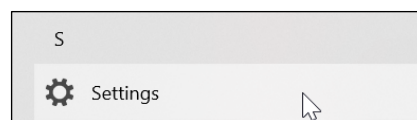
Specimen labels are not printing on the label printer

If your specimen labels are not printing on your label printer, you must verify that the label printer is correctly named.

Note: The following instructions are for Microsoft Windows 10. The steps for other versions of Windows or other operating systems might differ.

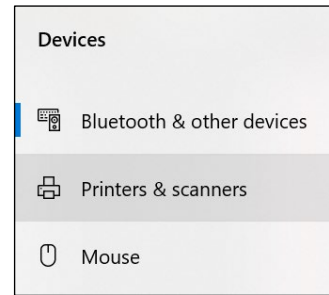
To verify the label printer name:

1. In Windows, at the bottom left of your screen, click the **Start** button. 
2. From the pop-up **Start** menu, select **Settings** (right).
3. In the **Settings** window, click **Devices**.

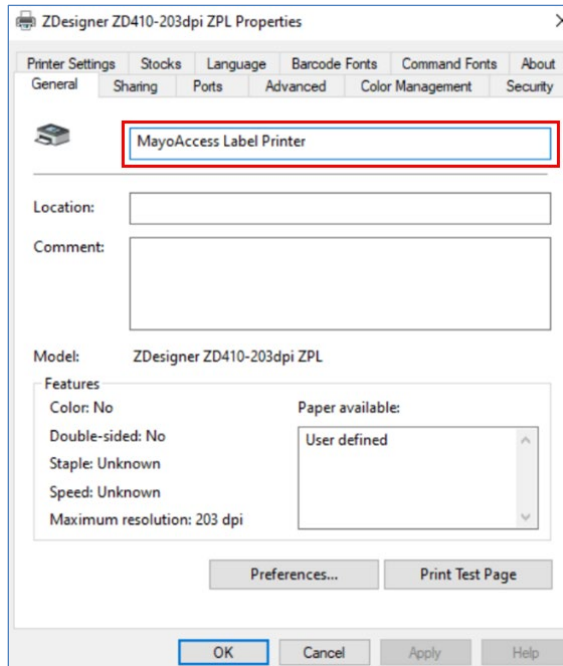



You are directed to the **Devices Settings** window.

4. In the left nav, click the **Printers & scanners** tab (right).



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



6. To apply these settings, click the **OK** button. 

Result reports print on multiple pages

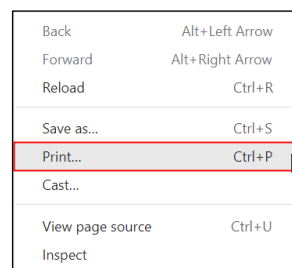
If result reports are printing on multiple pages instead of on a single page, your margin setting might be incorrect.

Note: The following instructions are for Google Chrome version 110.0. Steps for other versions of Chrome or other web browsers might differ.

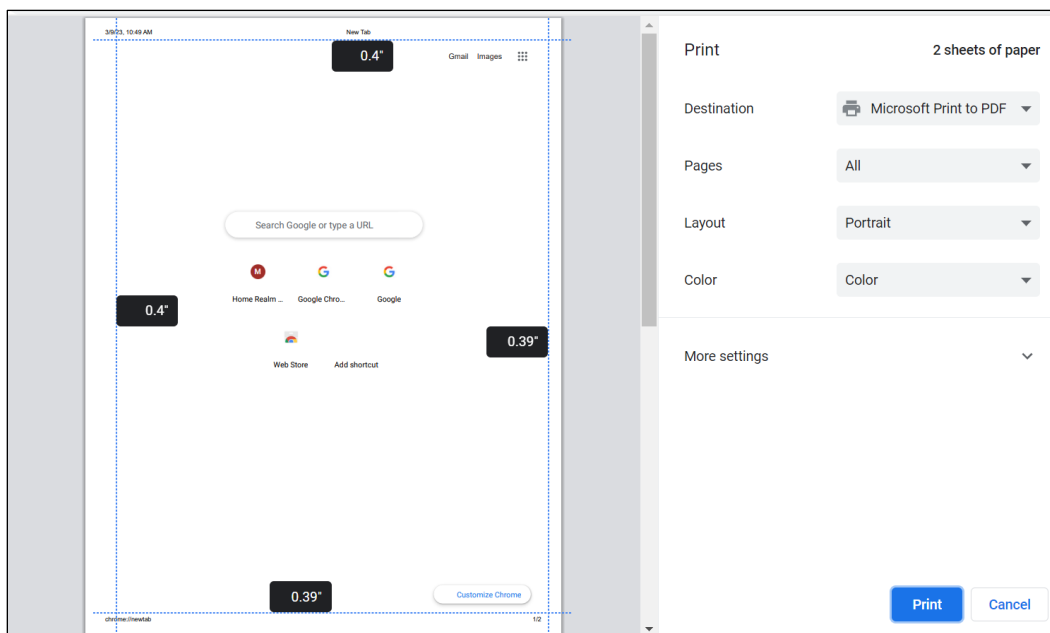
To modify the margin settings:


1. Open Chrome.

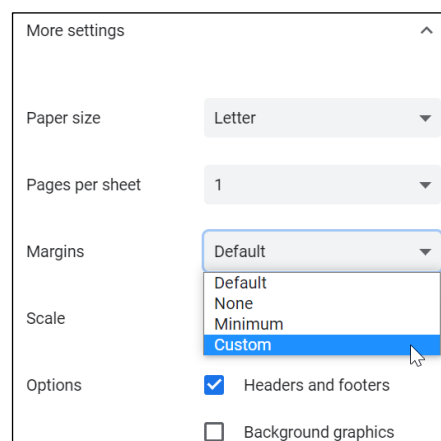
2. Right-click anywhere on the screen and, from the pop-up menu, select **Print** (right).



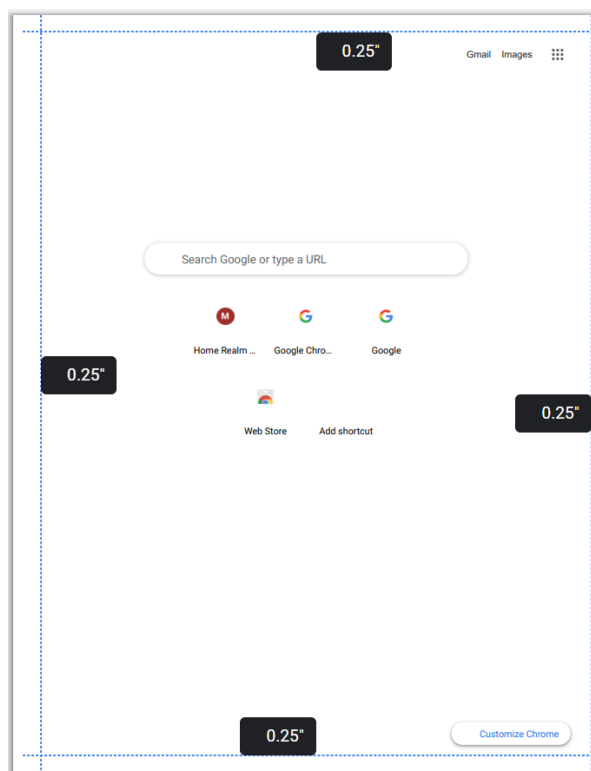
The **Print** window opens.



3. At middle right, expand the **More settings** section by clicking the down-arrow. 
4. From the **Margins** drop-down menu, select **Custom** (right).



- On the left side of the window, adjust all margins to 0.25 inches by dragging the dotted blue guidelines with your cursor or by entering "0.25" into the black text box for each margin.



- At bottom right of the window, click the **Print** button. [Print](#)