

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: <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.



Microsoft Print to PDF MY PRINTER Default OneNote (Desktop)

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			-		×
Add or modify application	settings:				¢	\mathbf{S}
Port	51001					
Install Directory	C:\Program Files (x8	36)\SPSApplicat	ion			
	Change					
		Back	Insta		Cance	ł

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

The progress bar appears.

talling SPS Application				Ð
Please wait while the Setup Wi Status: InstallFiles	zard installs SI	PS Application		
	_	Back	Next	Cancel

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

🖟 SPS Application Se	etup		_	
Select Default Co	nfigurations			\odot
Default Printer			~	
Default PDF Directory	C:\Users\Public\SPSAp	plication\PDF		Browse
		Back	Next	Cancel

- 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 - Printe	r Selection	8
Default Printer		
Sunquest Save as PDF		~
ſ	Canad	C _{et}

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

🖟 SPS Application Se	tup	-	
Select Default Cor	figurations		\odot
Default Printer Default PDF Directory	Sunquest Save as PDF Microsoft XPS Document Writer Microsoft Print to PDF Fax	~	Browse
	Back N	ext	Cancel

- 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 S	Jetup			-		×
Select a printer and c	ick the Test Print butt	on to test the SPS Ap	plication.		¢	\mathfrak{S}
This step is option	al. To continue, clic	k "Next" button.				
Printer Sunque	st Save as PDF			~		
		Back	Nex	t	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 Appli	cation Setup	-		×
Select a print	er and click the Test Print button to test the SPS Application.		e	Ð
This step is	optional. To continue, click "Next" button.			
Printer	Sunquest Save as PDF	\sim		
	Test Print			
	PDF file saved successfully.			
	Park Nav	+	6.20	col
	Dack	ı	Can	cer

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 **a** on the system tray in the Windows task bar, typically located in the bottom right corner of the screen.



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).

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

The Printer Selection dialog box appears.

Default Printer		
Sunquest Save as P	DF	~
	Cancel	Cat

- 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.

SPS Application-	Default Directory Selection	×
Default PDF Director	y	
C:\Users\Public\SP	SApplication\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. Right-click 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.

PDF				
← → ✓ ↑ 📙 ≪ Local Disk (C:) → User	s > Public > SPSApplica	tion > PDF	~ Ō	,○ Search PDF
Name ^	Date modified 11/21/2022 4:12 PM	Type Adobe Acrobat D	Size 156 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:
 - a. From the **Start** \blacksquare menu, select **Settings**.



b. In the Windows Settings window, select Devices.

		W	/indows Settings		
		Find a setting		P	
旦	System Display, sound, notifications, power		Devices Bluetooth, printers, mouse		Network & Internet Wi-Fi, airplane mode, VPN
¥.	Personalization Background, lock screen, color	s	Apps Uninstall, defaults, optional	8	Accounts Your accounts, email, sync,

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 on the right.

← Settings		– 🗆 X
යි Home	Bluetooth & other devices	
Find a setting P	+ 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	
母 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?
(P) AutoPlay		Sharing files over Bluetooth
D USB	□ HP E242	Reinstalling Bluetooth drivers Fixing Bluetooth connections
	HP E242	Get help
	Microsoft Remote Display Adapter	

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



e. In the **Properties** dialog box, on the **General** tab, rename the **ZDesigner ZD410-230dpi ZPL** printer "MayoAccess Label Printer".

-		1		-		
Printer Settings	s Stocks	Language	Barcode	Fonts	Command Fonts	Abou
3	MayoA	ccess Label	Printer			
Location:						
Comment:						
	70	ar 7D410-20				
Model:	ZDesign	er 20410-20	3dpi ZPL			
Model: Features Color: No	ZDesign	er 20410-20	Paper a	available	e	
Model: Features Color: No Double-si	ided: No	er 20410-20	Paper a	available	2:	<
Model: Features Color: No Double-si Staple: Ur	ided: No	Er 20410-20	Paper a	available lefined	2:	<
Model: Features Color: No Double-si Staple: Ur Speed: Ur Maximum	ided: No nknown nknown n resolution	: 203 dpi	Paper a	lefined	2:	< >
Model: Features – Color: No Double-si Staple: Ur Speed: Ur Maximum	ided: No nknown nknown n resolution	: 203 dpi	Paper a User c	available	e: Print Test Pa	¢

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

Drinker Catt	in an Onelia	Inner	Dama da	Fanta	Comm	and Fault	Abar
General	Sharing	Ports	Advanced	Color	r Manage	ment	Security
Alway	s available						
() Availa	ble from	12:00 AM	÷ N	То	12:0	MA 0	4 7
Priority:	1	•					
Driver:	ZDesign	er ZD410-2	203dpi ZPL		~	New Dri	iver
Store Store	print docume art printing af art printing in directly to the	ents so pro ter last pag nmediately printer	gram finishes ge is spooled	printing	g faster		
St. St.	print docume art printing af art printing in directly to the mismatched o	ents so pro iter last pag nmediately printer documents	gram finishes je is spooled	printing	g faster		
● Spool ● St ● St ● Print o Hold o ▶ Print s	print docume art printing af art printing in directly to the mismatched o spooled docu	ents so pro iter last pag nmediately printer documents ments first	gram finishes ge is spooled	printing	g faster		
 Speed St. St. Print of Hold of Print s Keep of 	print docume art printing af art printing in directly to the mismatched o spooled docume printed docume	ents so pro iter last pag nmediately printer documents ments first ments	gram finishes je is spooled	printing	g faster		
● Spool ● St ● St ● Print o Hold o Print s ■ Keep o ● Enable	print docume art printing af art printing in directly to the mismatched of spooled docume printed docume e advanced printed pr	ents so pro iter last pag nmediately printer documents ments first nents rinting feat	gram finishes ge is spooled	printing	g faster		
Spool St. St. Print of Hold I Verp I Enable	print docume art printing af art printing in directly to the mismatched o spooled docu printed docur e advanced pr ing Defaults	ents so pro- iter last pag nimediately printer documents ments first ments rinting feat	gram finishes ge is spooled ures rint Processor.	printing	g faster Sepa	arator Pag	Je
● Spool ● St ● St ● St Hold I ✓ Print s ■ Keep I ✓ Enable	print docume art printing af art printing in directly to the mismatched docume printed docume a advanced printed docume ing Defaults	iter last pag inmediately printer documents ments first ments rinting feat	gram finishes ge is spooled ures rint Processor.	printing	g faster Sepa	irator Pag	Je

- g. 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".

	Barcode Fon	ts			Cor	nman	d Fonts	
Custom	Commands	Impo	ort/Expor	t/Export settings To			ols	About
Options	Advanced	Setup	Dith	ering	Stoo	ks	Print	er Memo
Settinas								
-	No. Of Copies		1					
	Speed:		2		- "/	s		
	Darkness:		15		•	_		
	Stocks:		User de	fined				•
Paper F	ormat							
	⊚ cm			o po	rtrait			
	O mm	5	ABCD) lar	ndscap	be		
	() inch	11		🔲 rot	ate 18	30°		
Size —								
	Width:	2.00						
	Height:	1.20						
Unprinta	ble Area —			_				
	Left:	0.18		Top:			0.00	
	Right:	0.00		Botto	m:	1	0.00	

- h. To apply the changes and close the **ZDesigner ZD410-230dpi ZPL Printing Defaults...** dialog box, click the **OK** button.
- i. 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 e</u> above.

j. 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.

Order	Search	ID	:				Prim. Phys SSN			
<u>O</u> rders	s <u>S</u> earch Crite	ria								
			ABN Printed/Si	gned	P/S Callba	ck Cl	B Faxback	FB Stat	Orders	SO
Collected	Order	Order Status	Name		ID	Acct	Phys	Туре		0
03/06/23	SA01064782	Final	RNVLABELS,MQF	Т4	SA01064782	C7028		Account		
03/06/23	SA01064780	Final	RNVLABELS,QFT4	4	SA01064780	C7028		Account		
03/02/23	SA01064153	Final	TESTING VALIDA	TION,Z	SA01064153	C7028		Account		
03/02/23	SA01064093	Final	TESTING,PAUL		SA01064093	C7028		Account		
03/02/23	SA01063952	Final	SAMPLEREPORT, 2	ZW244	SA01063952	C7028		Account		
03/02/23	BUAUC	Partially Completed	Testing,Validatior	n Soft	C7028846-00	C7028	ABC	Account		
	M181767460	Not Sent To Lab	KAUIPA,SCOTT JO	DSEPH	123456	C7028	abcdefg,TESTING	Account		
03/01/23	SA01063804	Received By Lab	TESTING,ALPRT 9	50	SA01063804	C7028		Account		
03/02/23	M234567	Cancelled	TEST,NEW		123456345	C7028	Test, Spock	Account		
02/28/23	M181680109	Sent To Lab	TEST, IMPLEMENT	ATION N	321	C7028	321	Account		
02/28/23	M181680045	Sent To Lab	TEST, IMPLEMENT	ATION N	321	C7028	321	Account		
02/28/23	M181679918	Sent To Lab	TEST, IMPLEMENT	ATION N	321	C7028	321	Account		
02/28/23	M181679586	Sent To Lab	TEST, IMPLEMENT	ATION N	321	C7028	321	Account		
02/28/23	M181679504	Sent To Lab	TEST, IMPLEMENT	ATION N	321	C7028	321	Account		
02/28/23	M181679402	Sent To Lab	TEST, IMPLEMENT	ATION N	321	C7028	321	Account		
Corder	Edit Order	Perform Order	II Fax Multiple R	<u>eports</u>	Specimen	Labels				
🕒 Search	Results 🕒 Pendin	g Tests								

- 2. Select the order for which you want to print specimen labels.
- 3. In the SmartLinks Bar, click the **Specimen Labels** SmartLink. Specimen 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			×	ቁ
	🔘 🖹 <u>Export Grid</u>	.▲	🔘 🕏 <u>Refresh Grid</u>	≜	
	🔘 💾 Grid Report	≜	Search Results	_≜	
	🧭 🖺 <u>Pending Tests</u>	≜			
	O 🖴 <u>abn</u>		🧭 🕒 <u>Order</u>		
	🔘 📳 Batch Information	\$	🔘 🔢 Order Issue Management		
	🔘 🚇 <u>Cancel Tests</u>	≜	🧭 🛃 <u>Perform Order</u>	≜	
	Cancelled Tests	≜	O 🕒 PSC Order Slip		
	🧭 🛃 Edit Order	≜	O 🖴 Report		
	○ ➡ Encounters	≜	🔘 🕼 <u>Set Callback</u>	≜	
	🧭 💷 Fax Multiple Reports	*	🔘 💵 Set Faxback		
	🔘 🚇 Fax Report	\$	🔘 💾 Specimen Labels	≜	

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.

Batch Set List											
Batch Sets											
	Batch Set Date	Range		то			Searc	h	<u>C</u> lear)	
Date	Time	User									0
03/02/15	09:40										
07/19/11	10:00	and setting at the	-								1
07/15/11	10:28	the second second									V
07/15/11	09:45	a service and a second									
Batches for Se	elected Batch	Set									
Batch #	Date/Time	Campus		T	Temp	erature	Location		Infectious	Override	0
52244	03/02/2015 09	:40 Rochester Ca	mpus	R	Refrig	erated	San de la l		N	No	
52245	03/02/2015 09	:40 Rochester Ca	mpus	F	rozer	ı	family to 1		N	No	^
											V
Set of Batch Sh	heets 🔤 🔒 S	elected Batch Sheet	🕒 Set	of Labels		💾 Missing Inf	ormation Re.				
Tests for Sele	cted Batch										
Order #	Location	Collected	Test Code	Test Nam	ne	ID	Name		Source	Accession #	0
8675309-3	Transfer to Table	02/27/15 13:45	AAT	Alpha-1-	Antitr	C7234588-0000	1. Sec. 1. Sec	Т	Manual	Q100034996	
8675309-3	francis - franc	02/27/15 13:45	ACE	Angiotens	sin Co	C7234588-0000	-	Т	Manual	Q100034996	^
8675309-3	francis - trees	02/27/15 13:45	FG4FI	IgG4 Foo	d Pan	C7234588-0000	Section 1	Т	Manual	Q100034996	~

- 2. Select a batch, either from the list displayed 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).

Ва	tches SmartMenu			X	R
	🔘 🗎 <u>Export Grid</u>	≜	🔘 😂 <u>Refresh Grid</u>	≜	Ŷ
	🔘 🖺 <u>Grid Report</u>	≜			
	🧭 🖴 <u>Selected Batch Sheet</u>	≜	🧭 Set of Labels		-
	🧭 🖺 <u>Set of Batch Sheets</u>	≜	🧭 🖺 Unresolved Issue Report		

The batch sheet opens in a new window.

MayoAccess - Ba	tch Sheet				x	
MAYO CLI LABORAT	INIC ORIES				-	
ВАТСН 44	152688	Miscellaneous				
FROM: C70288 SDSC 2 Roches (507)2	46-DLMP Rochester (C7028846) - Client Support ter, MN 55901 66-5730	TO: Roch 3050 Roch (800	ester Campus (RST) Superior Drive NW ester, MN 55905)533-1710		1	
Accession	Pat Name	Pat ID Client Ord #	Collected Physician	DOB Bill Sex		
M178833708	TEST, IMPLEMENTATION MCR	321 M178833708	12/04/2022 12:00 321	02/14/1995 A M		
					ļ	
					Ŧ	
Maximize Window	<u>Restore Window</u>		Pri	nt Report <u>C</u> lose	•	

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).

layoA	ccess - Batch Sheet	×
	Report Manager: Initializing Report this window will close automatically when the print job is completed show 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 LABORATO	NIC DRIES								
BATCH 431	36643	2	Ambient C702884	6-43136643-RST-A					
FROM: C702884 SDSC 2 Rochest (507)26	6-DLMP Rochester (C7028846) - Client Support er, MN 55901 6-5730	TD: Rochest 3050 Su Rochest (800)53							
Accession	Pat Name	Pat ID Client Ord #	Collected Physician	DOB Sex Bill					
M179426959	TEST, IMPLEMENTATION MCR	321 M179426959	11/04/2022 08:00 TESTING	02/14/1995 A M					
	MCLBP (614939) MayoComplet • MCLBP Reas	e Liquid Biopsy Pane on for Referral : tes	l sting						

If the batch sheet is not printing correctly, contact <u>Customer Service</u>.

Printing a report

To print a report:

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

The **Reports** page appears.

Results	User	Maste					
Reports							
Patholog	y Lab 💫	ports					
Sup & Ref PDF Reports							

Reports					ID: S/	TINGRN A01046865	V,ATL Fema	.AS ale 0	6/13/198	9	33	Prim. Phys Y SSN		
Reports	<u>S</u> earc	h Criteria												
								UT	Unso	licit	ed T	ests <mark>RI</mark> F	Result Ima	age
* Report tin	nes for M	ayo perforn	ned tests are	CST/CDT										
Patient	ID	Order #	Accession #	Collected		Reported *		New	Lab			Report St	PDF	1
ESTINGRNV	SA01046	SA0104686	SA01046865	01/16/23	10:00	01/17/23	10:44	x	MCR	UT	RI	Final	Sup	
EST,PATIEN	SA01038	SA0103888	SA01038880	12/16/22	12:00	01/17/23	08:59	x	MCR	UT		Final		
ESTINGRNV	SA01046	SA0104677	SA01046776	01/17/23	06:00	01/17/23	08:54	X	MCR	UT	RI	Final	Sup	
AMDLE DED	SA01040	SA0104665	SA01046652	01/16/23	00:00	01/16/23	14:49	x	SDL			Final		
AMPLE REP	SA01040	SA0104073	SA01040737	01/15/23	00:00	01/16/23	12:42	x	Y104	υт		Final		
AMPLEREPO	SA01046	SA0104622	SA01046220	01/12/23	13:00	01/13/23	14:29	x	Y295	UT		Final		
OFTVALIDA	SA00983	SA0098344	SA00983446	07/06/22	11:09	01/12/23	11:23	x	SDL	UΤ		Final		
AMPLEREPO	SA01045	SA0104539	SA01045393	01/11/23	13:00	01/12/23	08:13	х	Y112	UT		Final		
AMPLEREPO	SA01045	SA0104539	SA01045392	01/11/23	14:00	01/12/23	08:11	I X	Y112	UT		Final		
AMPLEREPO	SA01045	SA0104539	SA01045391	01/11/23	13:00	01/12/23	08:09	X	Y112	UT		Final		
EST VALIDA	SA01045	SA0104504	SAU1045040	01/10/23	13:00	01/11/23	11:22	X	¥343	01		Final		
Report	🔢 Mark R	leport As Read	Drder											
Print All Ren	orts	Mark All Repo	orte As Read										Result Lis	et

- 2. Find and select the report you want to print.
- 3. On the left side of the SmartLinks Bar, click the **Report** SmartLink. Execut
- 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** Henu, search for and select **Apps & features** (right).

Set	lings		
ŝ	Add or remove programs		>
	Apps & features	2	>

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
4.64.22		3/14/2022
1.0.1.32		
	Modify	Uninstall



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.

		\times
\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.	
	Iype the location of the item:	
	https://mayocliniclabs.com Browse	
	Click Next to continue.	
	Next Cance	el

- 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".

		\times
←	R 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.	
	Finish Cance	el

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





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:

-	
Q	💯 Sunquest Print Control Installation Page - Google Chrome 🦳 🗌 🗙
Γ	
	Cops! It looks like Sunquest Print Service (SPS) is not running or is not installed
	 If you think the SPS is already installed, you can either restart the service manually from your services list or automatically by rebooting your machine.
	2. If you think the SPS has not been installed on this machine, click the button and run as administrator.
	Download ATLAS Workstation Setup
	For more detailed setup instructions, see the Installation Guide. For further assistance, please contact your system administrator.
	Note: Don't worry! The Sunquest Print Service is a feature to automate what printer your documents print to. If this feature is not installed or running and you do not have permission to download, you can still print documents, but will receive a printer selection dialog until SPS is set up.

Click the **Download ATLAS Workstation Setup** button **Download ATLAS Workstation Setup** and follow the instructions in <u>Installing Sunquest Print Service</u>.

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

Information	\times
Installation discontinued since SPS Application could not be started.	
ОК	

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.

MayoAC	CESS Label Pr	inter Pro	perties			×			
Printer Setting General	gs Stocks Sharing	Langua Ports	age Barco Advanceo	de Fonts Colo	Command F r Managemen	Fonts About t Security			
Always	available le from	12:00 A	M	То	12:00 AN	1			
Priority:	1	•							
Driver:	ZDesigne	er ZD410-	203dpi ZPL		∼ Ne	w Driver			
Star Print dir Hold m	t printing im rectly to the p ismatched do	mediately printer pcuments	5						
Print sp	ooled docum	nents first	:						
🗹 Keep pr	inted docum	ents							
Enable advanced printing features									
Printing Defaults Print Processor Separator Page									
	[OK	Car	icel	Apply	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".

Curto	Barcode Font	S			Comman 7	d Fonts	Alter 1
Options	Advanced	Setup	Dither	settings ing	10 Stocks	ois Print	About er Memor
C	navanooa	ootop	Diario	ing .	otoono		or monor
Settings	No. Of Conicou		1				
	No. Of Copies.		<u> </u>				
	Speed:		3	-	"/s		
	Darkness:		25	-			
	Stocks:		User def	ned			•
Paper Fo	omat						
	○ cm			 portr 	ait		
	○ mm		enva	◯ land	scape		
	inch		VBCC	rotat	e 180°		
Size							
[Width:	2.00		1			
	Height:	1.20					
Upprinta	ble Area						
Chphina	left:	0.18		Ton	1	0.00	
	Dialat.	0.10		Dettern	. 1	0.00	
	nigrit.	10.00		Dollom	·	J.00	

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

Width:	2.00
11 . 1.	
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.
- Determine which print service to uninstall. From the workstation's Start menu , search for and select Apps & features (right).

Sett	tings		
ŝ	Add or remove programs		>
	Apps & features	₹J	>

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

Apps & features		Apps & features	
ATLAS Print Service	183 MB 0/30/2021	SPSApplication	307 MB 12/9/2022

- 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).

Sett	tings		
ŝ	Add or remove programs		>
	Apps & features	R	>

- 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.

	M
APSClient	Monitor
Automai setup is	tically close applications and attempt to restart them a complete.

- 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.

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	Settings	
	select Apps & features (right).	ૹ૽ Add or remove programs	>

E Apps & features

- b. In the Apps & features window, select SPSApplication.
- c. Click the **Uninstall** button <u>Uninstall</u> <u>twice</u>.

>

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

SPSAppli SPSAppli	cation cation.ClientMonit	tor		
Automa setup is	atically close appli s complete.	ications and a	ttempt to restart	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 Customer Service.



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