



# **MayoACCESS<sup>®</sup>**

## Setup Guide

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## 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

## 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

### Web Browser

The MayoACCESS application requires [Internet Explorer Version 11](#) or later. Mayo Clinic Laboratories will continue to support Internet Explorer Version 11 until July of 2022. Updated browser recommendations will be provided when they are available.

### 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](http://Speakeasy.net)
- [Speedtest.net](http://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, 443, and TCP 13000 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.

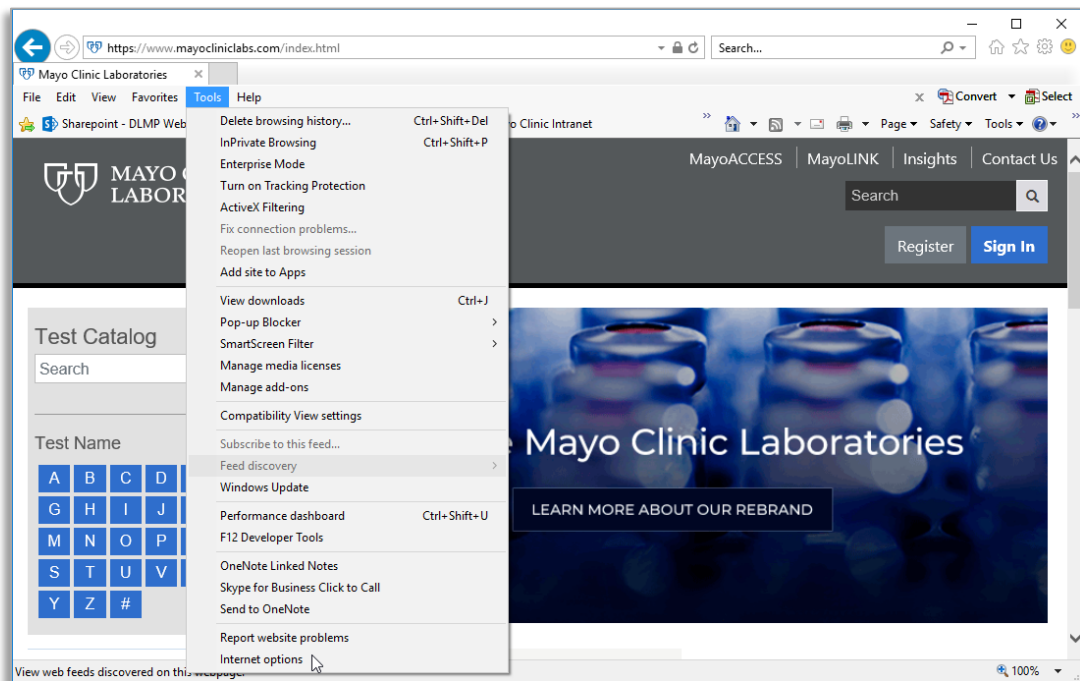
# Adding Mayo Clinic Laboratories and the MayoACCESS Application as Trusted Sites

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

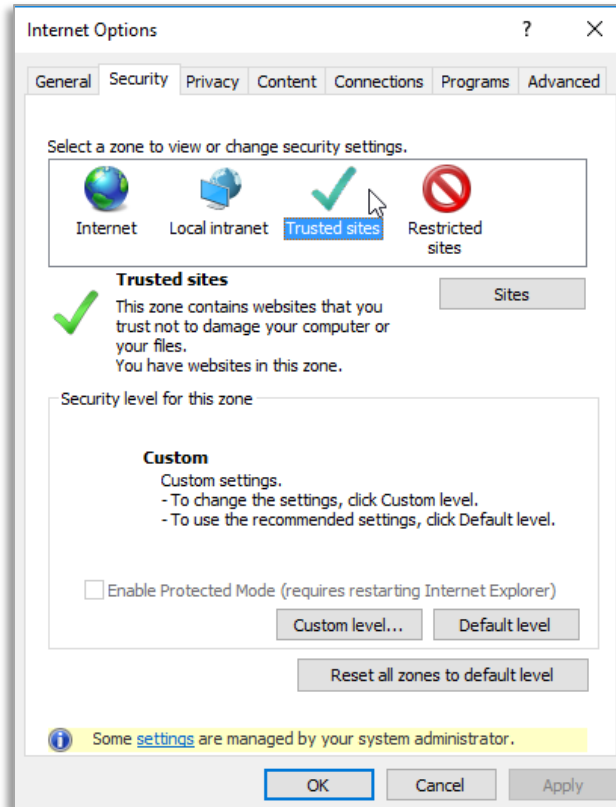
1. Open Internet Explorer.  
**Note:** The MayoACCESS application requires [Internet Explorer Version 11](#) or later.
2. On the **Tools** menu, click **Internet Options**.

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

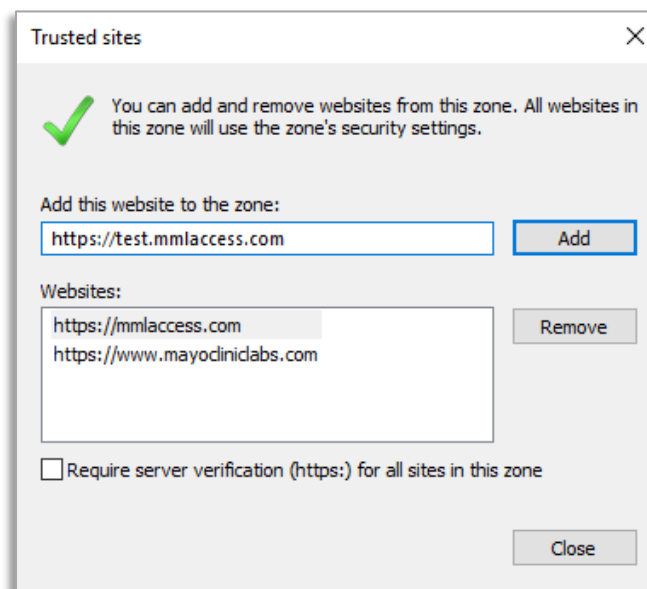
Settings  icon.



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>
  - One account for all Mayo Clinic services  
<https://account.mayoclinic.org/>
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/MACF/LWWEBAPPS/Reports/Scripts/mameadco.htm>. After you click the link, the following actions occur:

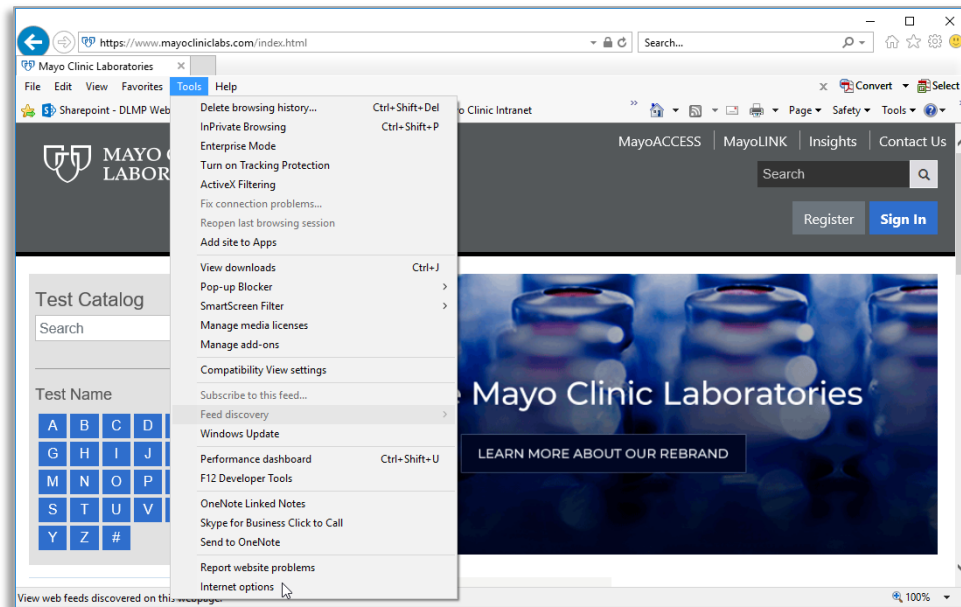
- The appropriate 32-bit or 64-bit version of the print control is downloaded.
- The ScriptX license is installed for all users that use MayoACCESS from the computer.
- A confirmation message is displayed.

**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/MACF/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:

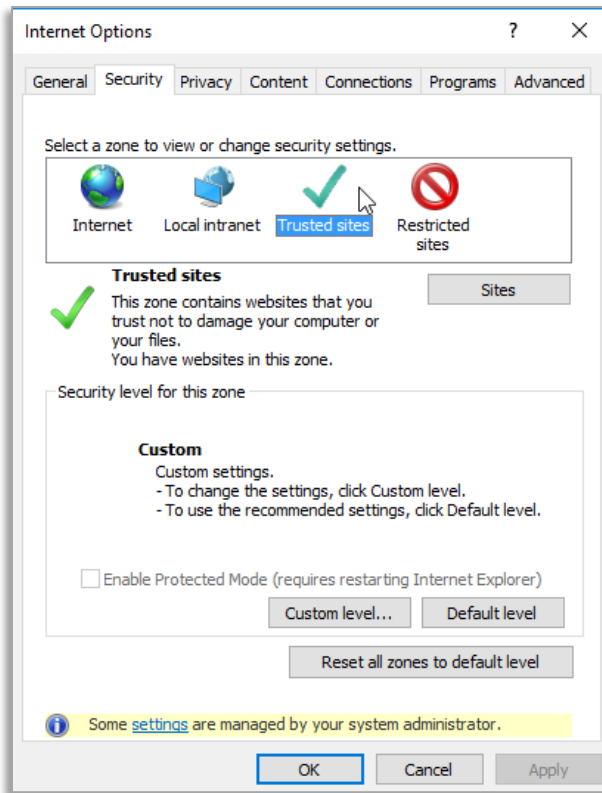
1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.



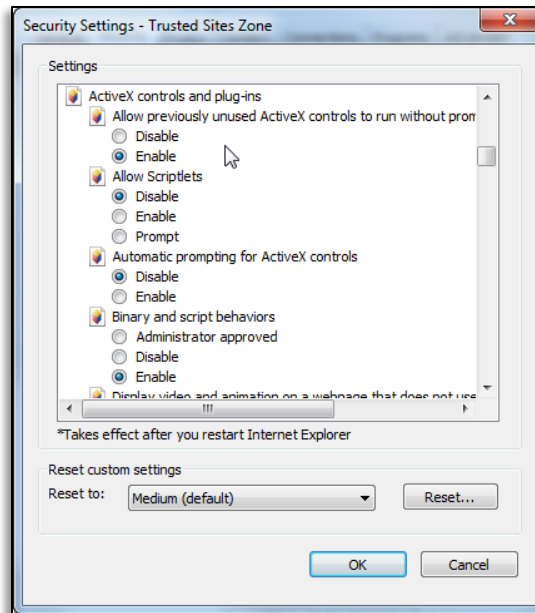
3. In the Internet Options dialog box, click the **Security** tab.



4. On the Security page, click the **Trusted sites** icon.
5. Click **Custom level**.



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



7. In the Trusted Sites Zone dialog box, specify the ActiveX controls and plug-ins settings as shown in the following table:

Description	Setting
Allow previously unused ActiveX controls to run without prompt	Enable
Allow Scriptlets	Disable
Automatic prompting for ActiveX controls	Disable
Binary and script behaviors	Enable
Display video and animation on a webpage that does not use external media player	Disable
Download signed ActiveX controls	Prompt
Download unsigned ActiveX controls	Disable
Initialize and script ActiveX controls not marked as safe for scripting	Disable
Run ActiveX controls and plug-ins	Enable
Script ActiveX controls marked as safe for scripting* *Takes effect after you restart Internet Explorer	Enable

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.

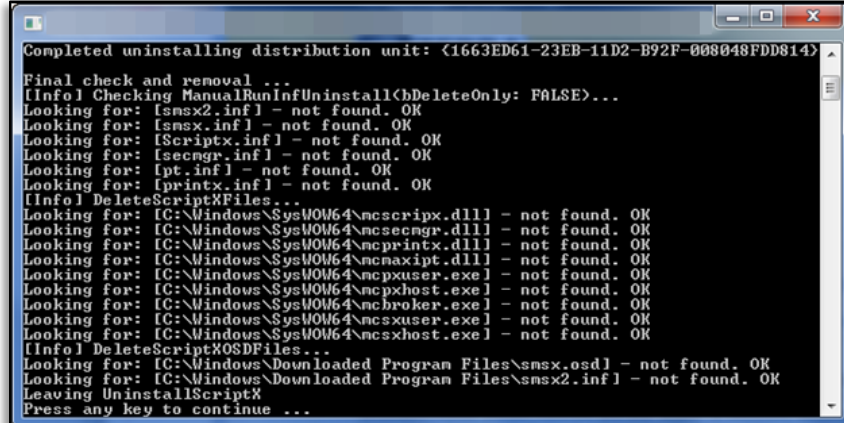
If you currently have version 7.0 or later, use Control panel, Add/Remove programs (prior to Windows 7) or Control Panel, Programs and Features (Windows 7 or later) to remove the old MeadCo ScriptX versions.

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/MACF/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.



```
Completed uninstalling distribution unit: <1663ED61-23EB-11D2-B92F-008048FDD814>
Final check and removal ...
[Info] Checking ManualRunInfUninstallChDeleteOnly: FALSE)...
Looking for: [smsx2.inf] - not found. OK
Looking for: [smsx.inf] - not found. OK
Looking for: [Scriptx.inf] - not found. OK
Looking for: [secngr.inf] - not found. OK
Looking for: [pt.inf] - not found. OK
Looking for: [printx.inf] - not found. OK
[Info] DeleteScriptXFiles...
Looking for: [C:\Windows\SysWOW64\ncscripx.dll] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncsecngr.dll] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncprintx.dll] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncmaxipt.dll] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncpxuser.exe] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncpxhost.exe] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncbroker.exe] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncxuser.exe] - not found. OK
Looking for: [C:\Windows\SysWOW64\ncxhost.exe] - not found. OK
[Info] DeleteScriptXOSDFiles...
Looking for: [C:\Windows\Downloaded Program Files\smsx.osd] - not found. OK
Looking for: [C:\Windows\Downloaded Program Files\smsx2.inf] - not found. OK
Leaving UninstallScriptX
Press any key to continue ...
```

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

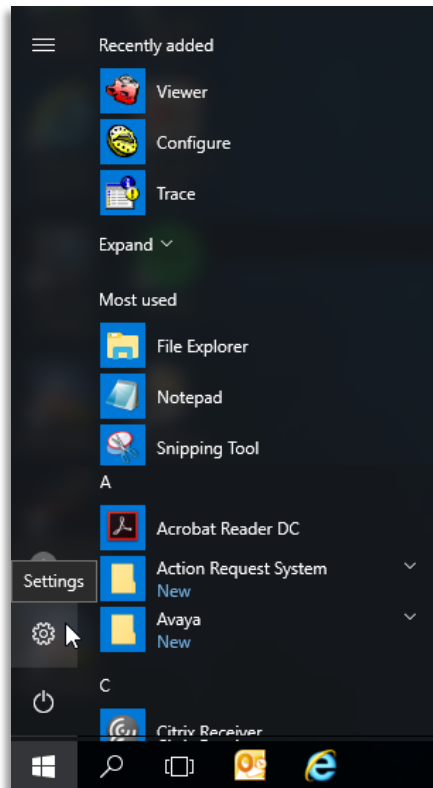
To print labels, use the Zebra ZD 410 label printer. The printers are provided by Mayo Clinic Laboratories.

The operating system on your computer will locate the driver for the Zebra ZD 410 printer and install it automatically. Then, you can configure the label printer.

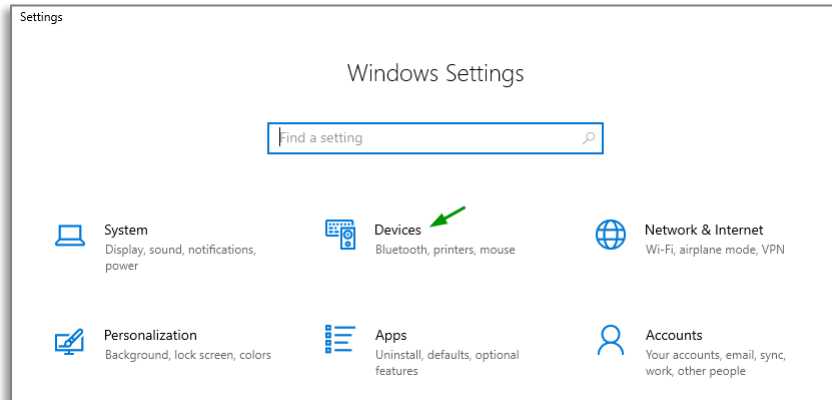
## Configuring the Label Printer

To configure the printer, complete the following steps:

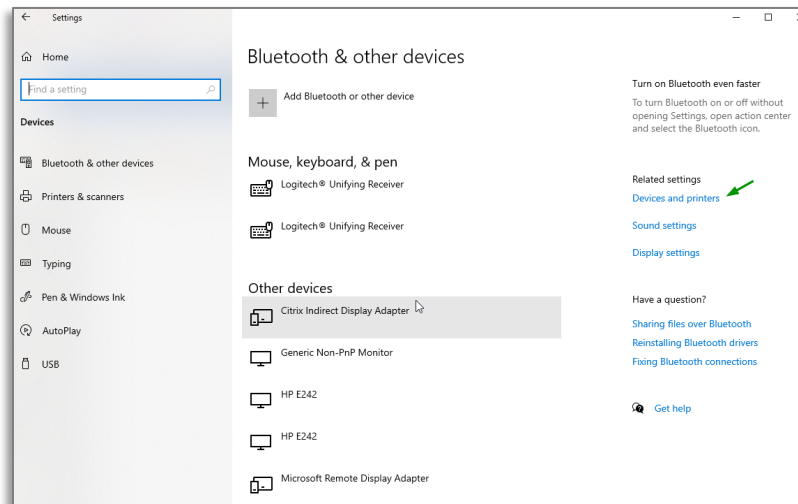
1. Plug the power cord into the printer and then into any AC outlet.
2. Use the Universal Serial Bus (USB) cable provided to connect the printer to the computer.
3. Turn the printer on.
4. Configure the label printer properties for the Zebra ZD410 printer in Microsoft Windows 10, by following these steps: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



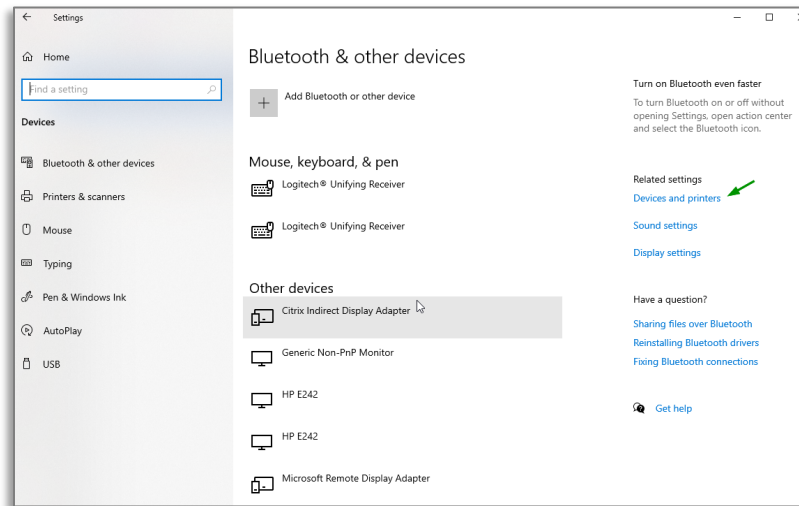
b. Click **Devices**.



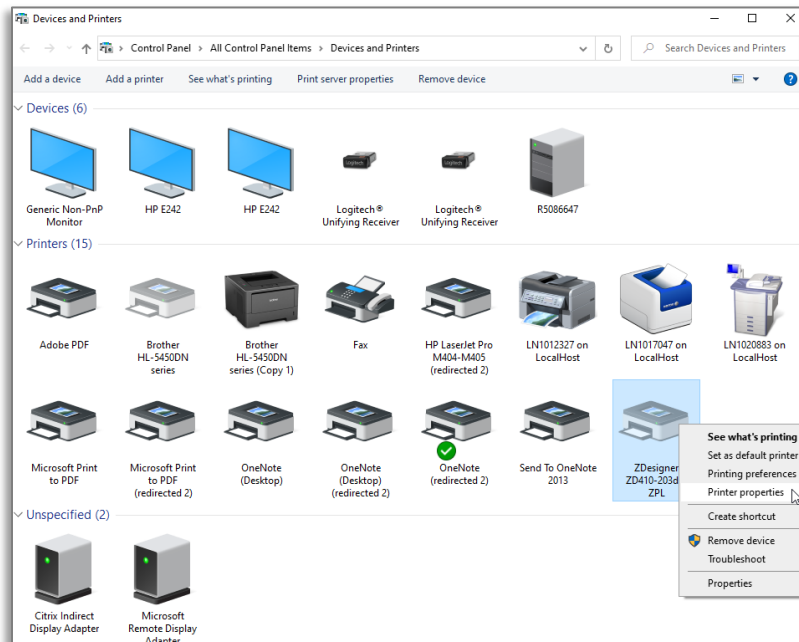
c. Click **Devices and printers**.



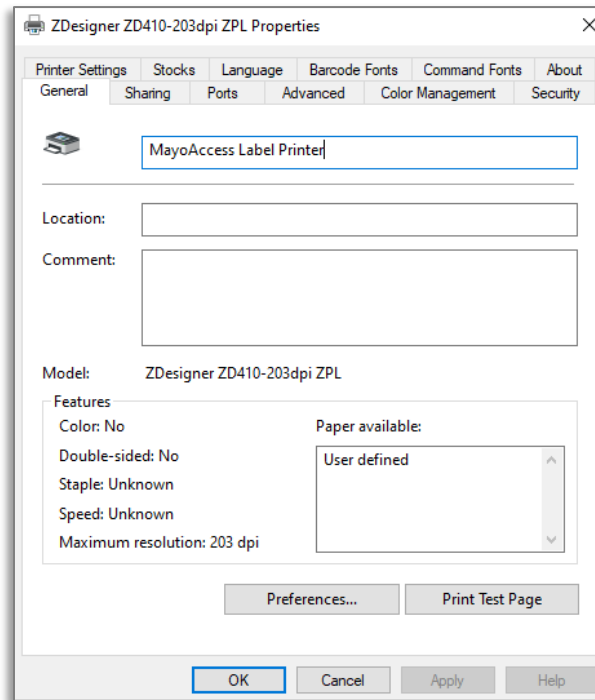
d. Click **Devices and printers**.



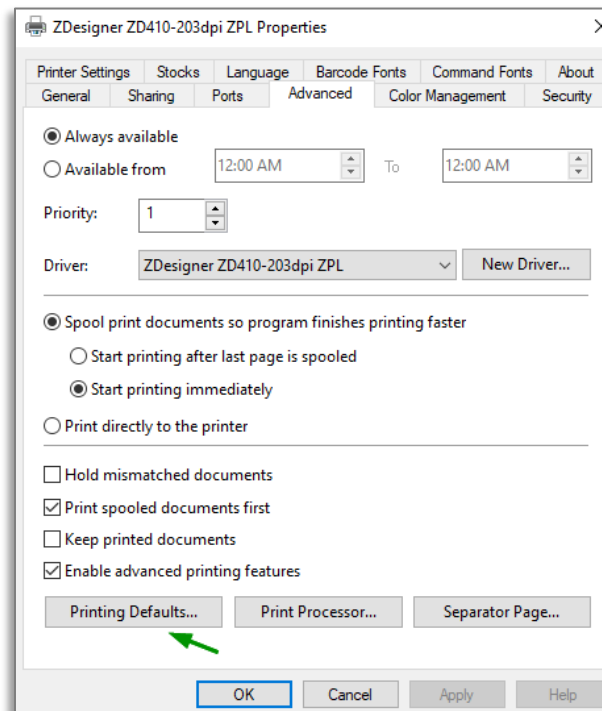
e. Right-click the driver for ZDesigner ZD410-203dpi ZPL and select **Printer properties**.



- f. On the General page of the Properties dialog box, rename the ZDesigner ZD410-230 DPI printer to MayoAccess Label Printer.

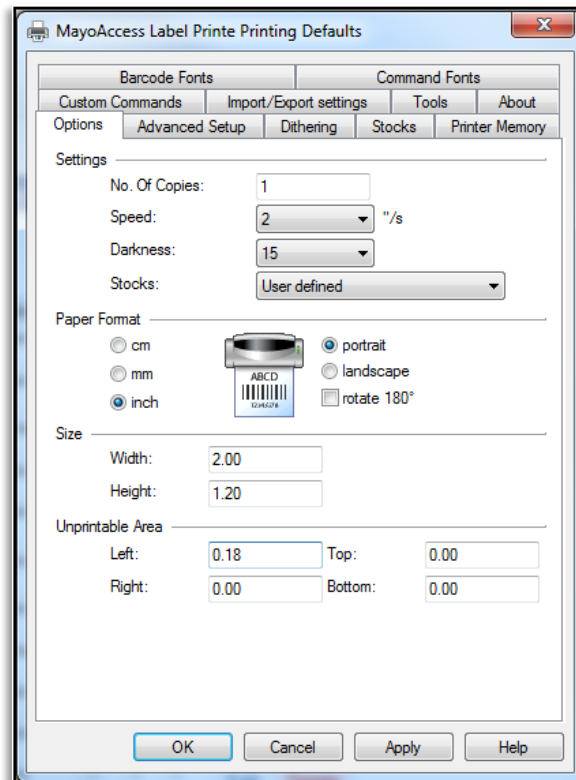


- g. Click the **Advanced** tab, and then click **Printing Defaults...**





- h. 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.



- i. Click **OK** to apply the changes and to close the Printing Defaults dialog box.
- j. Click **OK** to close the Properties dialog box.
- k. Close the Devices and Printers window.

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

## Tips

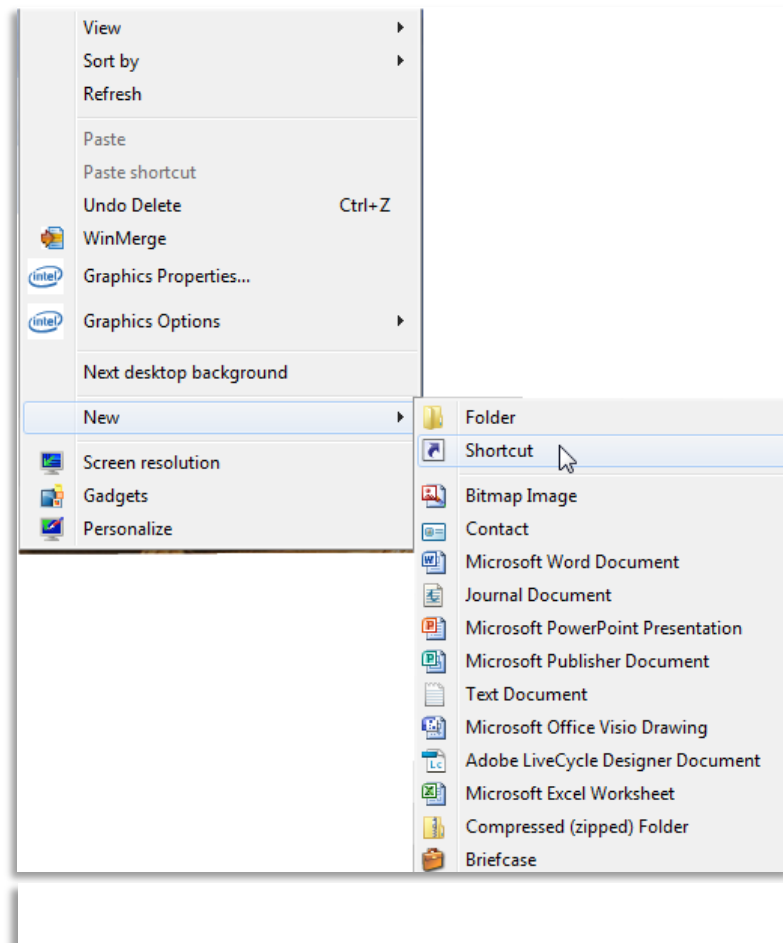
The following topics provide tips for using the MayoACCESS application.

### 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.

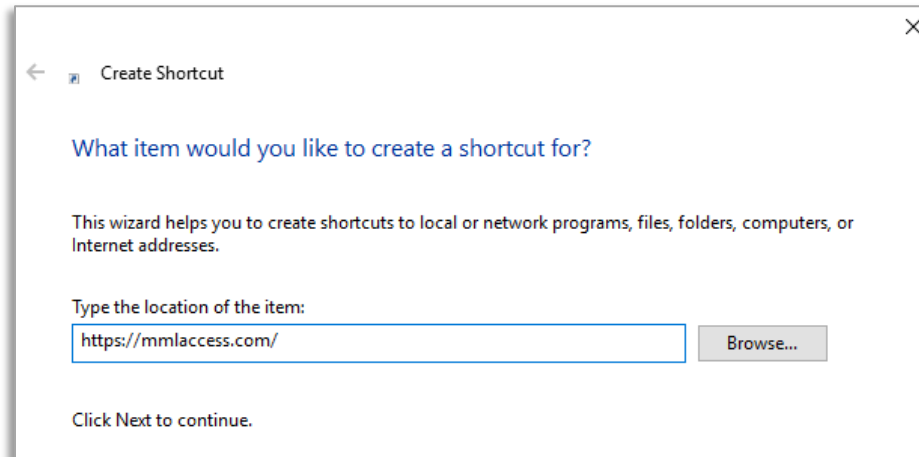
1. Right-click anywhere on your computer desktop.
2. In the context menu, click **New**, and then click **Shortcut**.



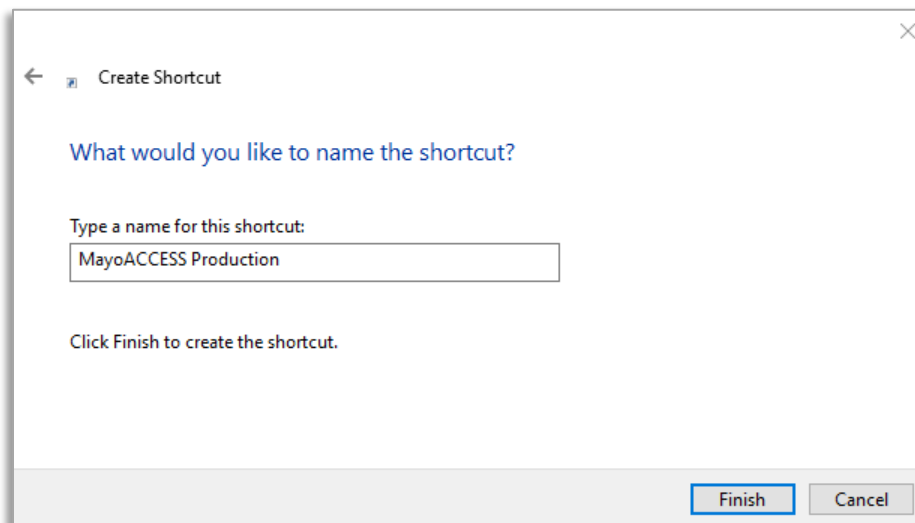
3. On the first page of the Create Shortcut wizard, enter the address for which you want to create a shortcut icon.

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](http://www.mayocliniclabs.com)

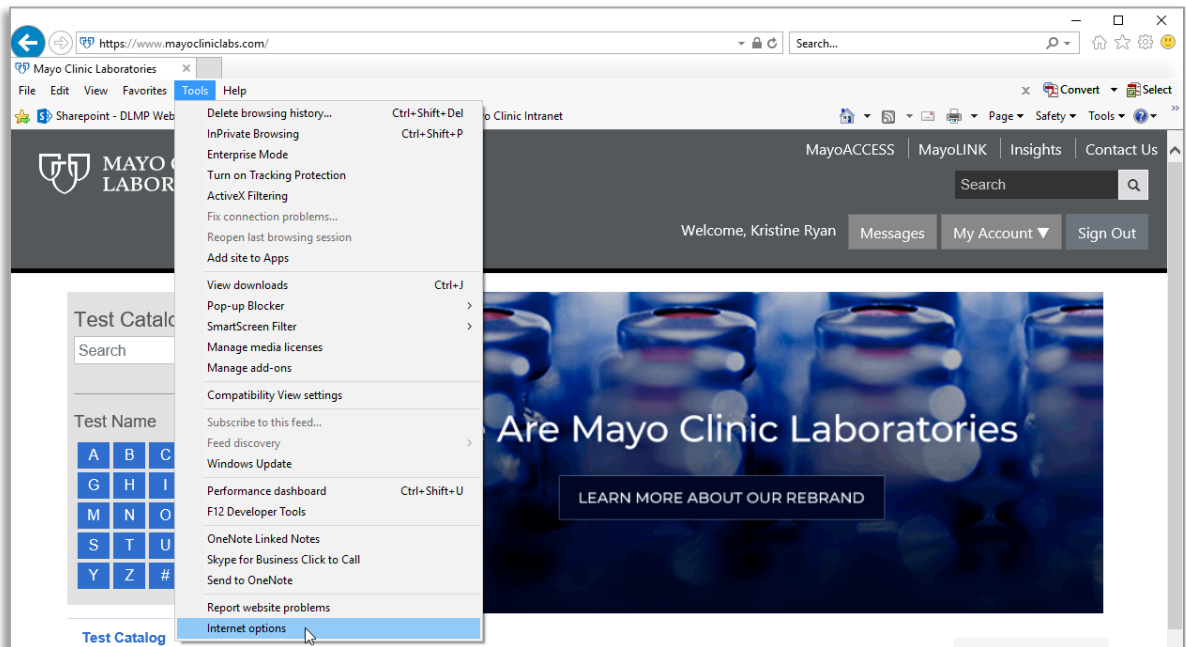
## Improving Performance

The following topics provide tips for improving the performance of the MayoACCESS application on your computer.

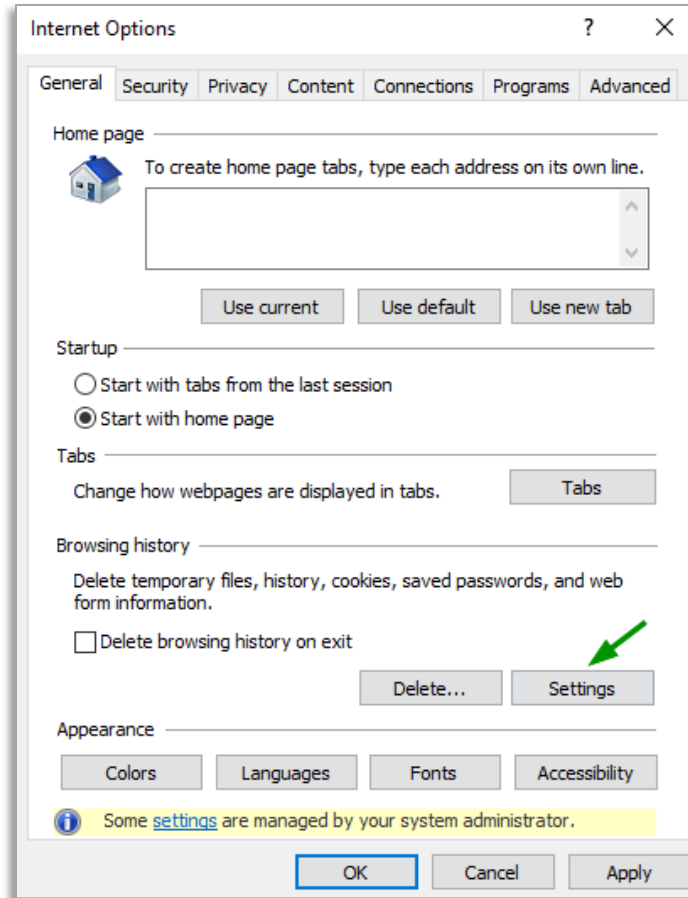
### Adjusting Disk Space

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:

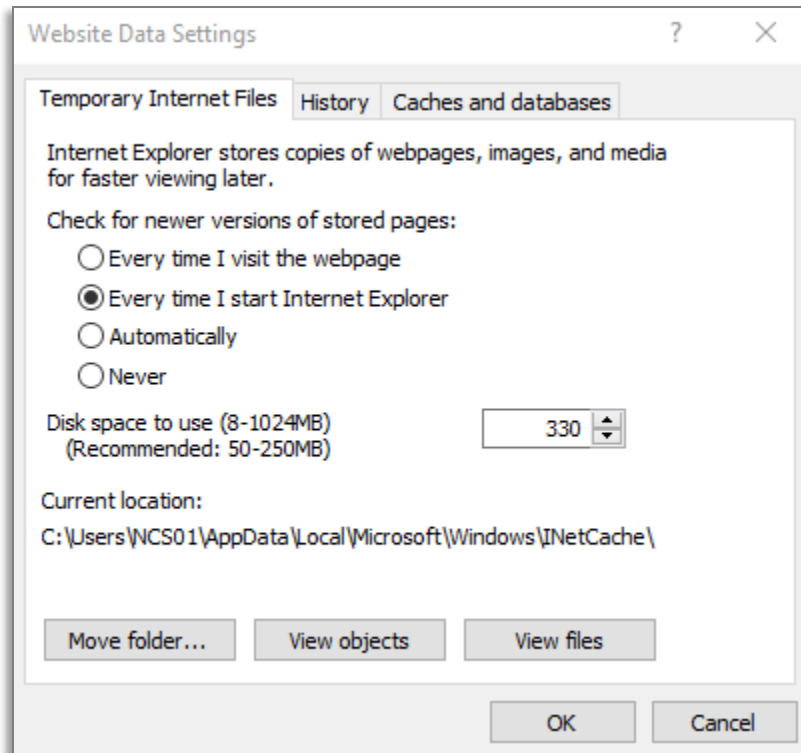
1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.



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, set the disk space to 330 MB.



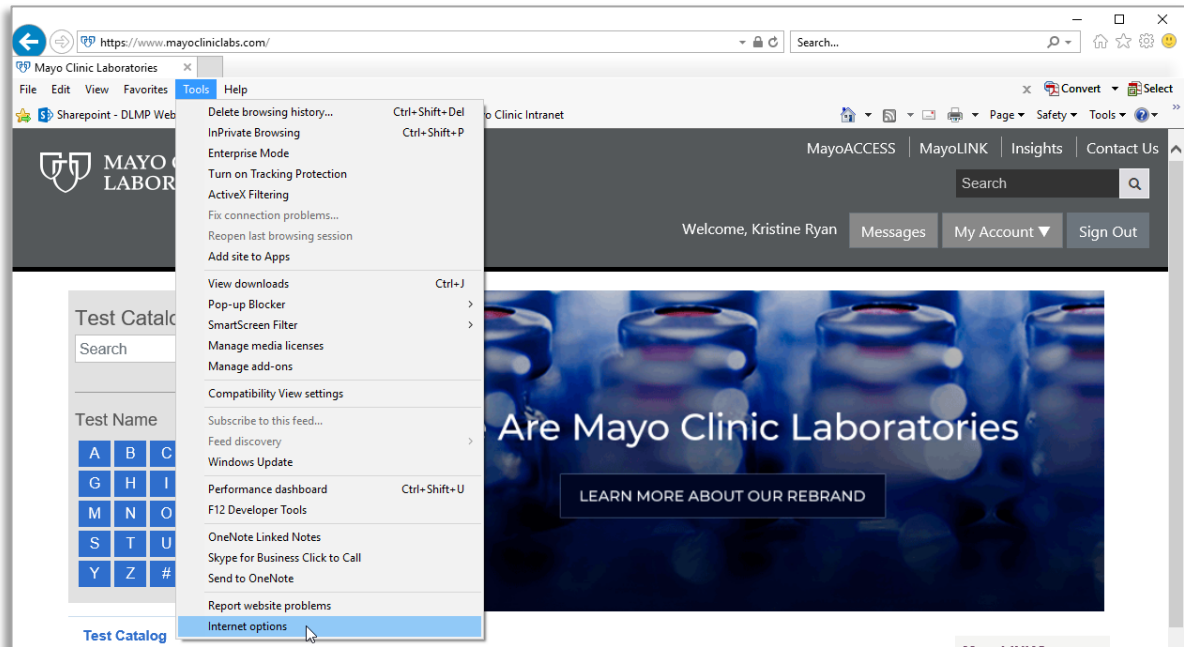
5. Click **OK** to close the Website Data Settings > Temporary Internet Files dialog box.
6. Click **OK** to close the Internet Options dialog box.

## 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.

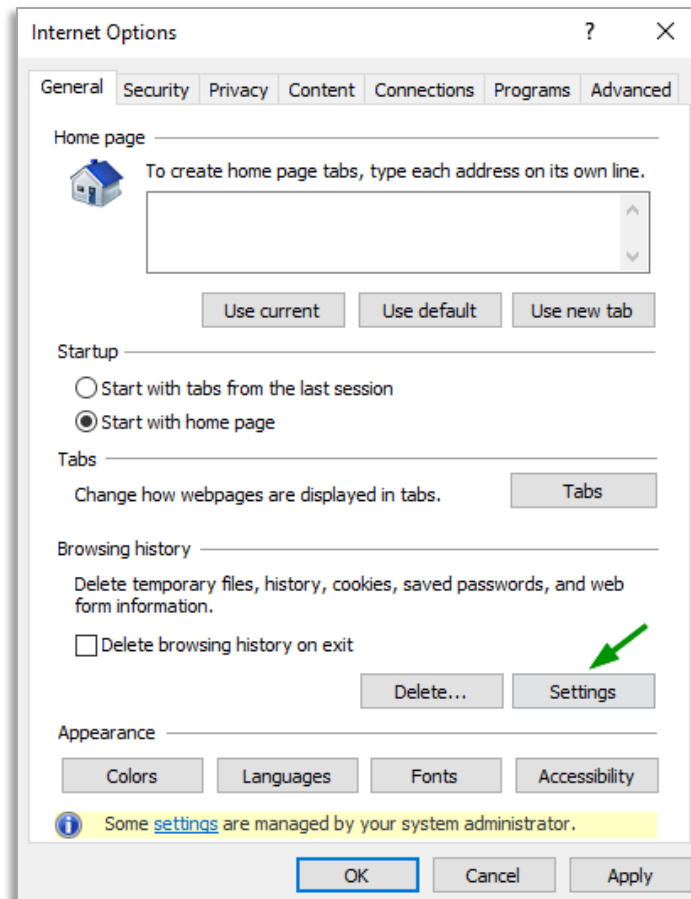
To clear these files, follow these steps:

1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.

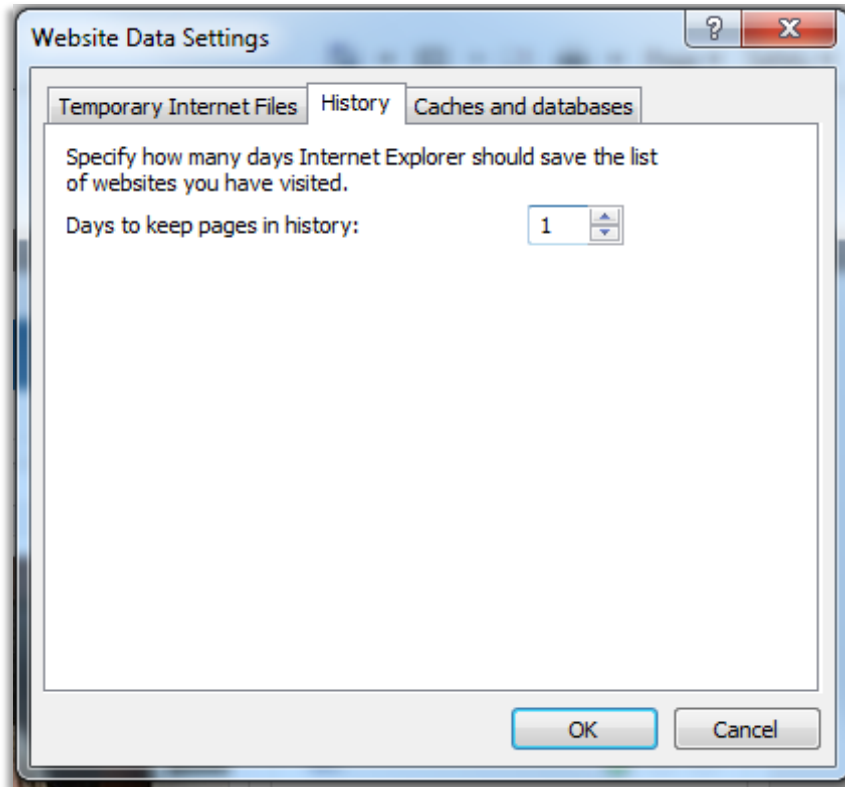




3. In the Browsing history section of the General page of the Internet Options dialog box, select **Settings**.



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**.



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

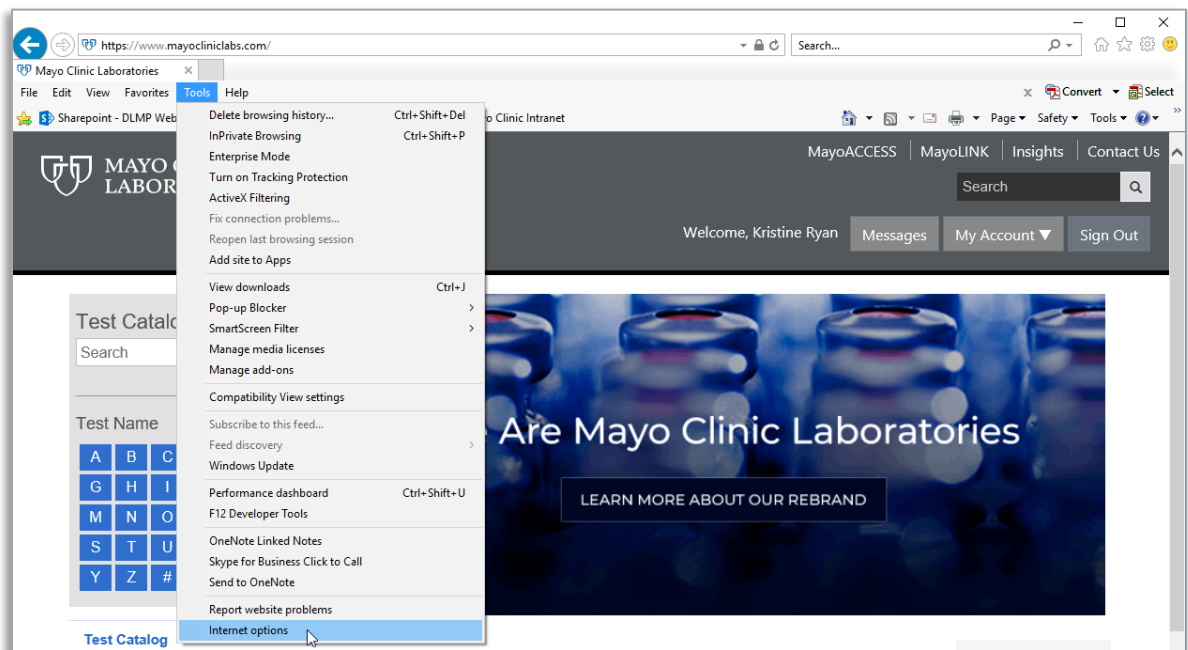
# Troubleshooting

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

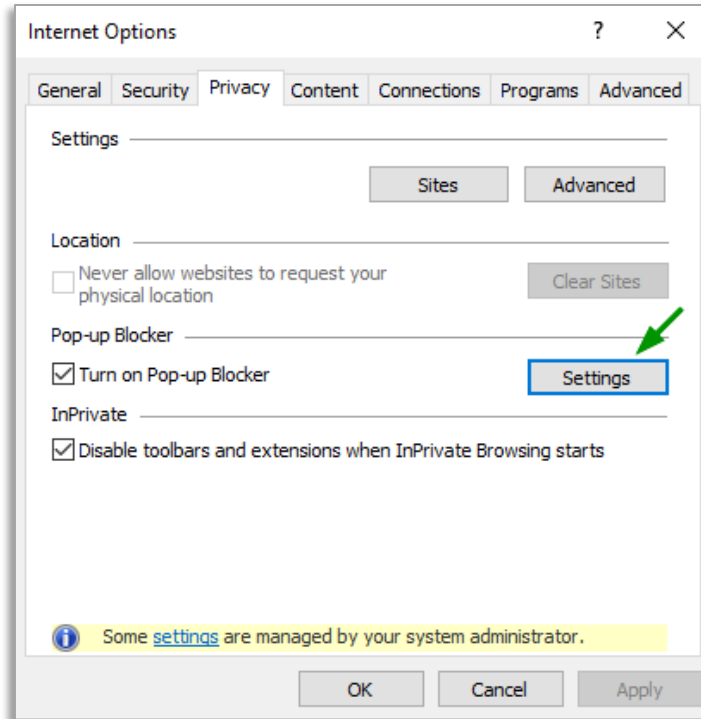
## Disabling Pop-up Blockers

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:

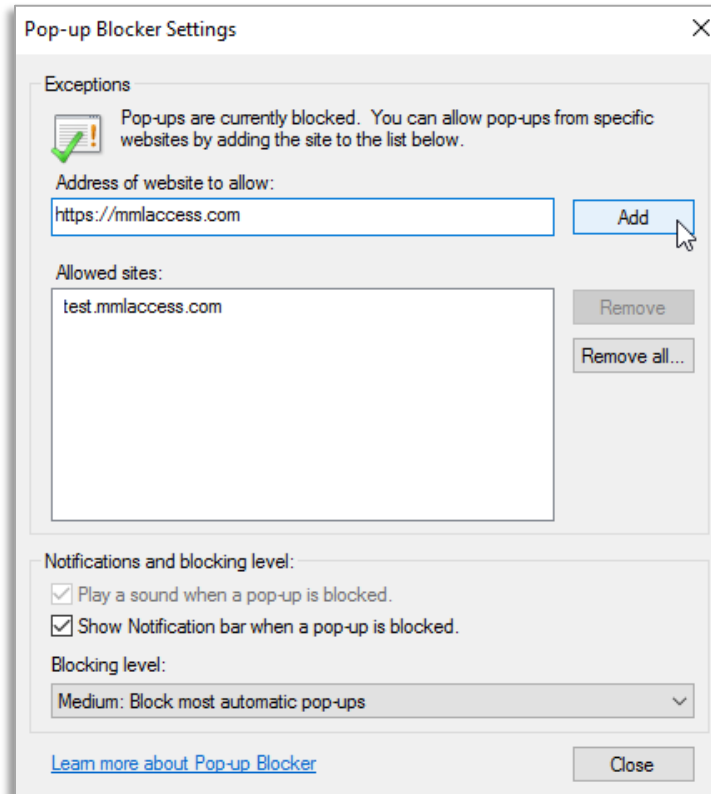
1. Open Internet Explorer.
2. On the Tools menu, click **Internet Options**.



3. In the Internet Options dialog box, click the **Privacy** tab.
4. On the Privacy page, click **Settings**.



- 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>



- Click **Close** to close the Pop-up Blocker Settings dialog box.
- Click **OK** to close the Internet Options dialog box.