

eScript One Printing Agent

INSTALL INSTRUCTIONS

Release date: June 2022

BACKGROUND

As you may be aware Microsoft Internet Explorer (IE) is being decommissioned by Microsoft on Thursday, 16th June 2022 AEST. This means alternative browsers need to be utilised to avoid disruption to iMedX solutions and services as Internet Explorer is no longer supported. Alternative browsers may include Microsoft Edge, Google Chrome, and Firefox.

The biggest impact to this change is the use of printing functionality via the eScript One platform. To continue to use this service feature a new printing agent needs to be installed to enable printing via an alternative browser.

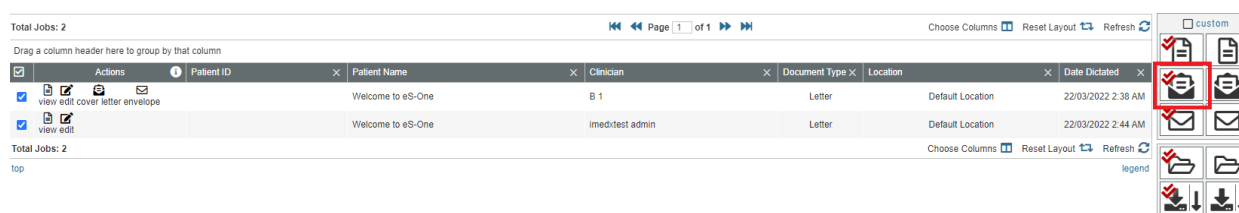
PURPOSE & INTENT

The purpose of this document is to provide specifications of a print agent solution that will enable the printing feature via the eScript One platform. It is intended to be used by technical and/or administration teams responsible for configuration and maintenance of the iMedX transcription solution.

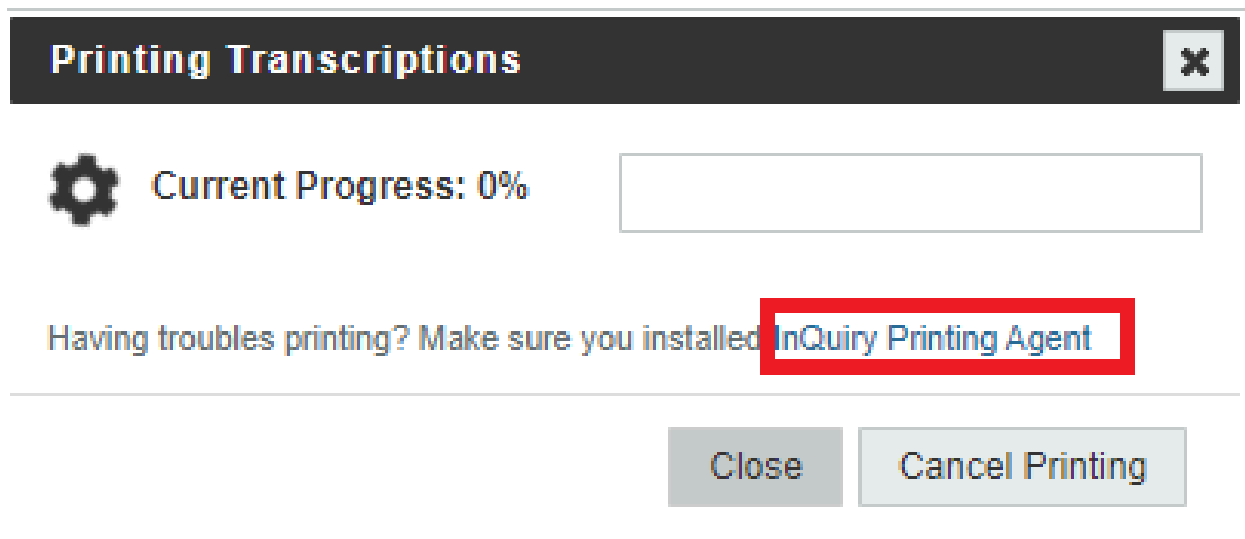
SOLUTION ACTIVATION – PRINTING FROM BROWSER

Printing is enabled via the InQuery screen, all buttons and/or checkboxes and layout remain the same. Printing is enabled using any browser with the exception of Internet Explorer.

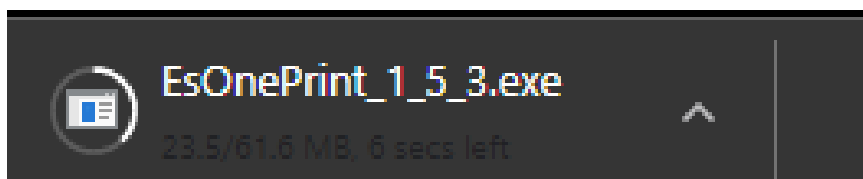
1. Select the relevant **Print** button on the **right-hand side** navigation.



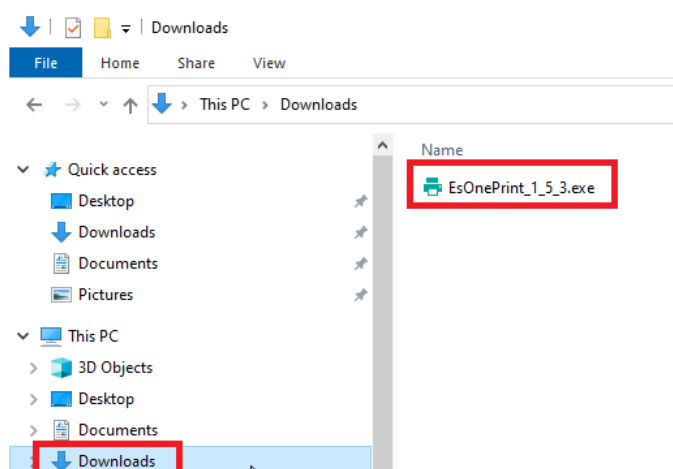
2. Click on InQuiry Printing Agent link.



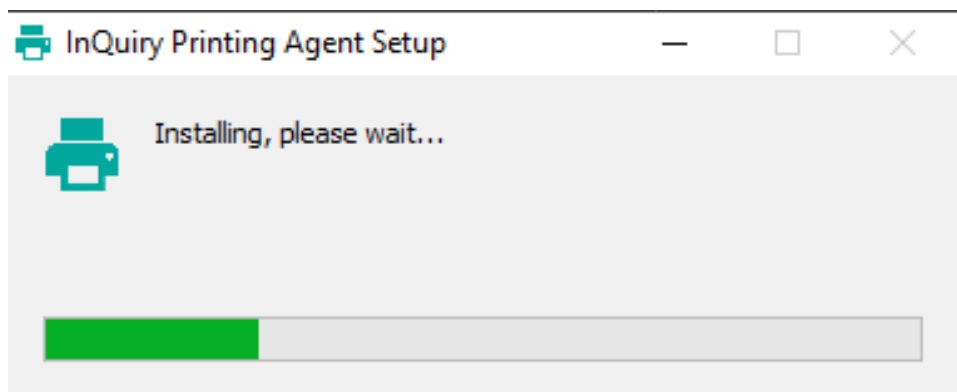
3. Once the agent downloads, run the exe file.



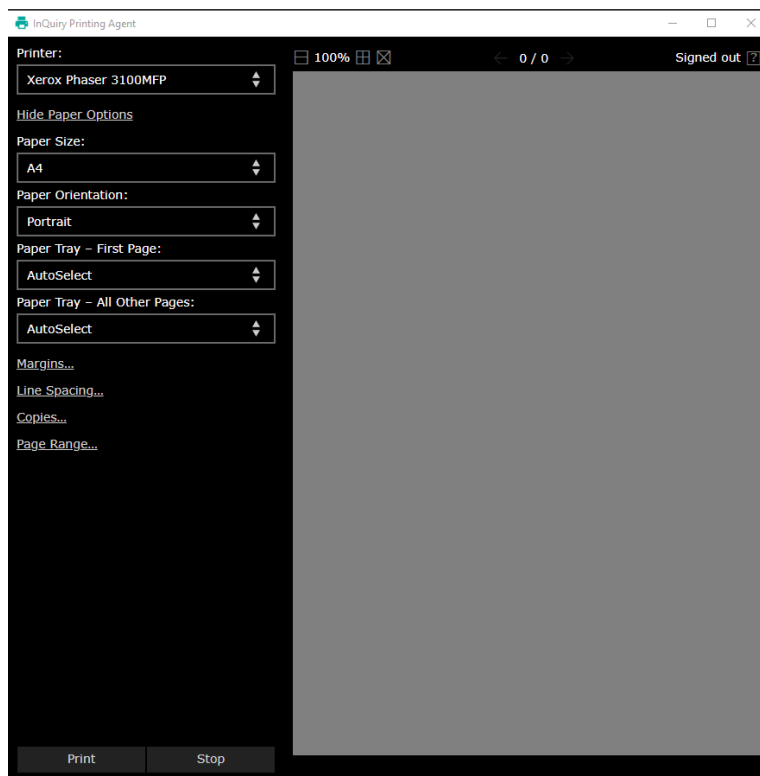
*Note: Depending on what browser you are using all download files should appear in your **Download** folder.*



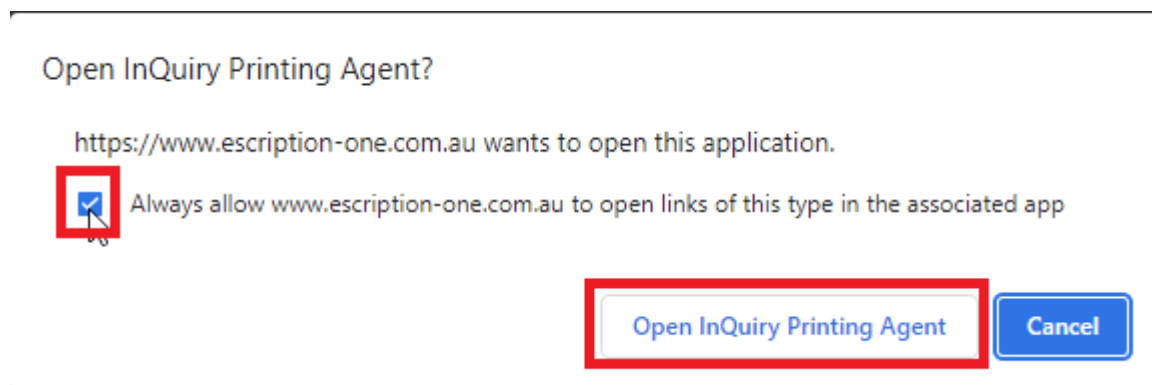
- The agent will **start** the install on its own.



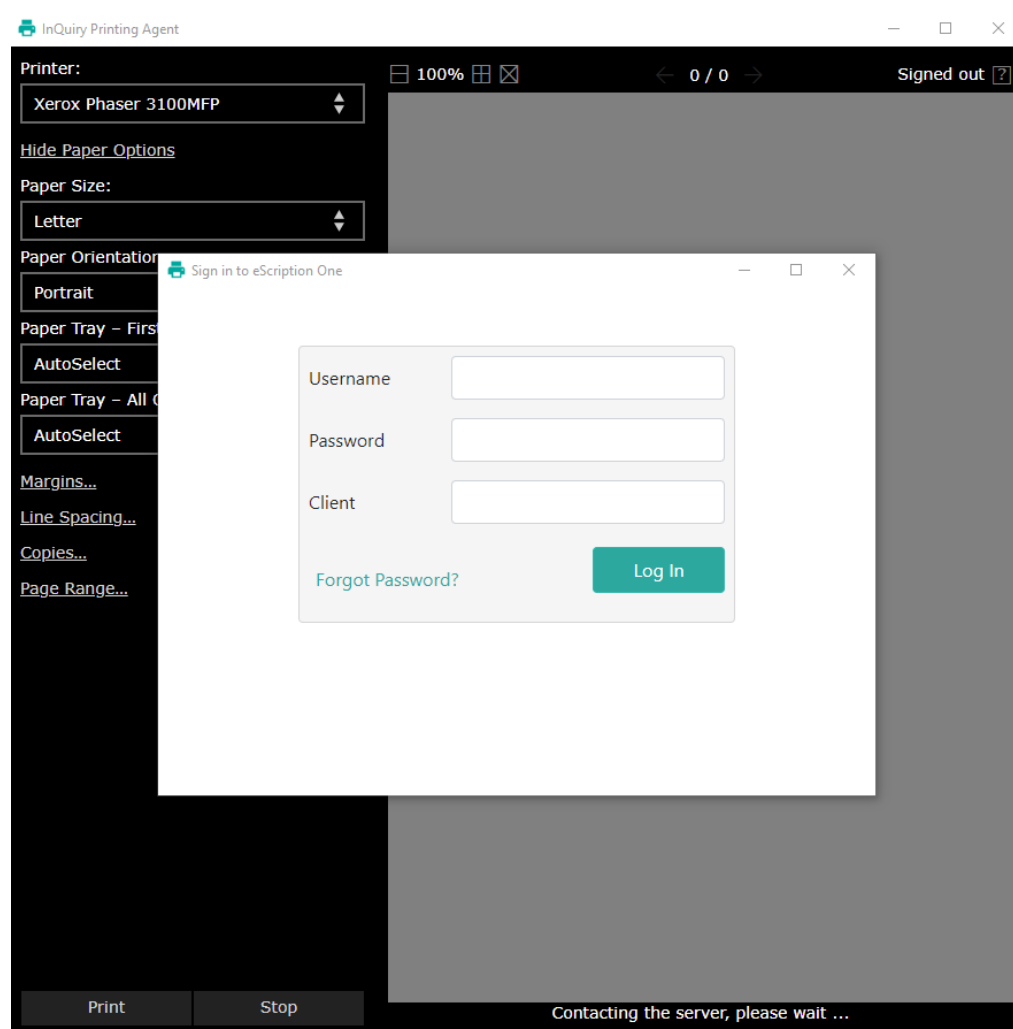
- Once the **agent** has **installed** you should see the following.



- When the agent is installed, go back to InQuery and click on the relevant print button (step 1).
- A popup window will appear, please **select** the 'Always Allow' check box and press 'Open InQuery Printing Agent'.



8. Login with your InQuery login to authorise the agent to download the letters and pass them onto the printer.



9. Once logged in you should see your user profile appear in the top right-hand corner.

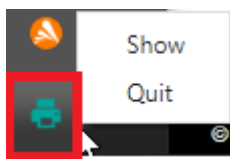


10. Your transcriptions will start to print automatically.

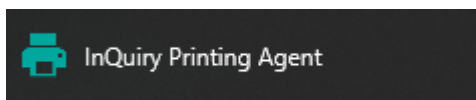
TROUBLESHOOTING

Agent is not starting

1. In your **Task Manager Icon** you should see the Print Agent Icon. This confirms that the agent is running.



2. If the agent is **missing** from the **Task manager Icon** go to **Start** and **search** for the agent (InQuery Printing Agent).



IMEDX SUPPORT

If you have any queries please do not hesitate to contact iMedX Support on.

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