eScription 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 eScription 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 eScription 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 InQuiry 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.

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2. Click on InQuiry Printing Agent link.

Printing Transcriptions		×						
Current Progress: 0%								
Having troubles printing? Make sure you installed InQuiry Printing Agent								
	Close	Cancel Printing						

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*.



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

🖶 InQui	ry Printing Agent Setup	_	\times
Ð	Installing, please wait		

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



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

Open InQuiry Printing Agent?

https://www.escription-one.com.au wants to open this application.



Always allow www.escription-one.com.au to open links of this type in the associated app

Open InQuiry Printing Agent

Cancel

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

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

🖶 InQuiry Printing Agent					-		×
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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 (**InQuiry Printing Agent**).



IMEDX SUPPORT

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

AUSTRALIA: 1300 727 423 Au-support@imedx.com

NEW ZEALAND: 0800 753 250 Nz-support@imedx.com