

Cloud printing

Last Modified on 03/06/2024 9:34 am AEST

Zedmed Cloud is a secure environment that is accessed via the internet so the printing steps are different.

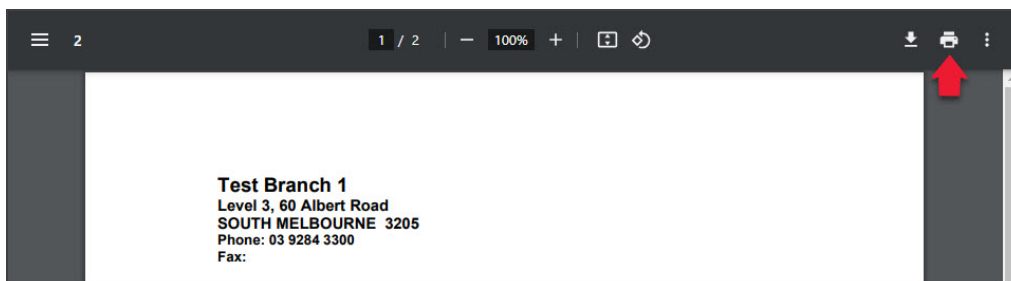
To print a document:

1. Use Zedmed's print option.

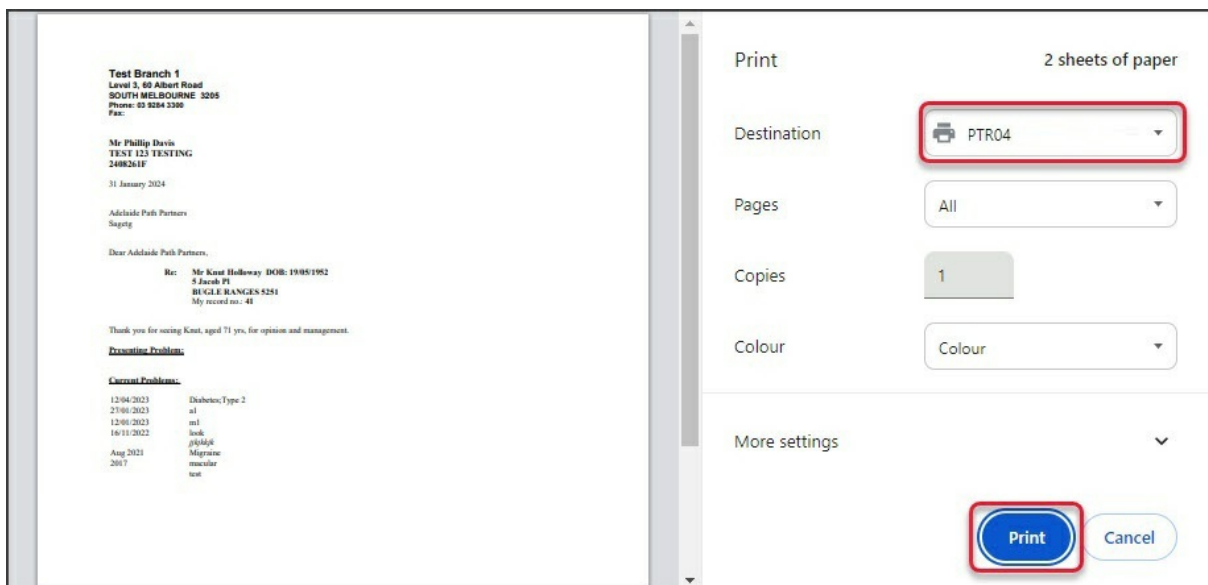
E.g. Select Right-click > **Print** from **Summary Views** or **Today's Referral** or select the print icon on a letter.

The document will open as a PDF in a new browser tab.

2. Select the tab with the PDF.
3. Select the PDF's print icon.



4. Check the **Destination** has the correct printer selected.
5. Select **Print**.

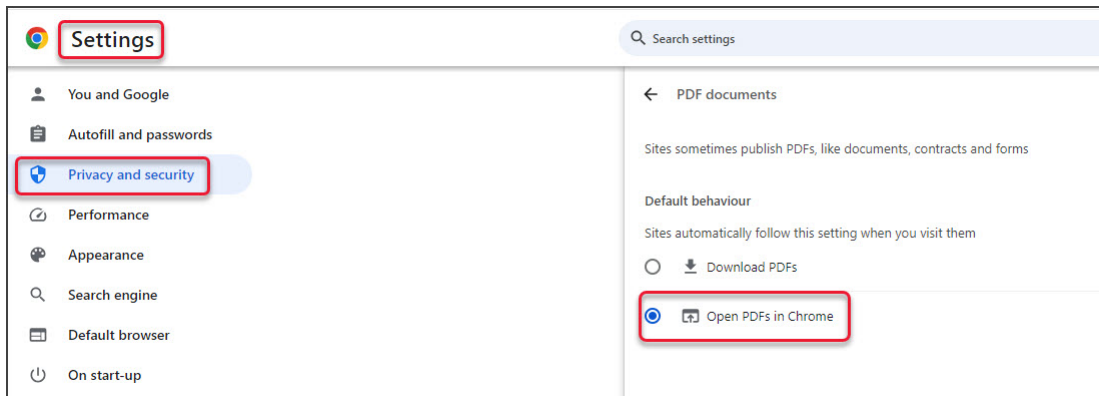


Troubleshooting

If the PDF downloads instead of opening:

1. Select the 3 dots on the top right of your Chrome browser.

2. Select **Settings**.
3. Select **Privacy and Security > Site settings > Additional content settings > PDF documents**.
4. Check **Open PDFs in Chrome** is selected.



If you get the error Message: 'Appstream page could not be found' when trying to print.

This can be caused by the web browser (Chrome) having the Adobe browser extension installed.



To resolve the error:

1. Select the jigsaw icon to open.
2. Select **Manage Extensions**.
3. Disable the Adobe extension using the switch.

If this does not fix the problem, try disabling other extensions. You can also check if the error occurs on a different browser.

