

Troubleshooting and FAQ

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How often do i need to use DUO 2FA

When first logging into Zedmed Cloud, you need to authenticate with DUO 2FA.

If the Zedmed session is inactive for 1 hour, the customer will need to authenticate with DUO 2FA to log back in.

If the Zedmed session is inactive for 3 hours, the customer will need to authenticate with DUO 2FA and the session will need to load again.

I've forgotten my Zedmed Software password

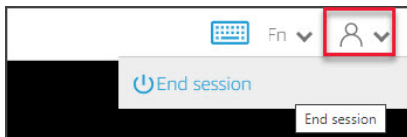
Please call Zedmed Helpdesk on 1300 933 000

I've forgotten my Cloud password

Please call Zedmed Helpdesk on 1300 933 000

Zedmed is unresponsive. I cannot click or type anything.

End the session by selecting the User icon > **End session** from the cloud menu, and then log back in.

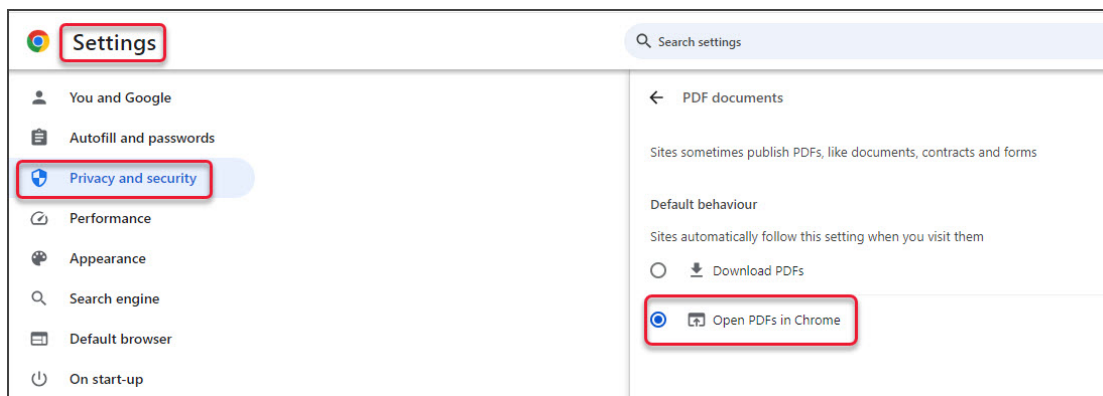


I cannot print (PDFs download instead of opening)

Zedmed Cloud opens pages as PDFs in a new tab so they can be printed. This means the browser's setting needs to be set to open a PDF by default instead of downloading.

In Chrome this can be checked as follows:

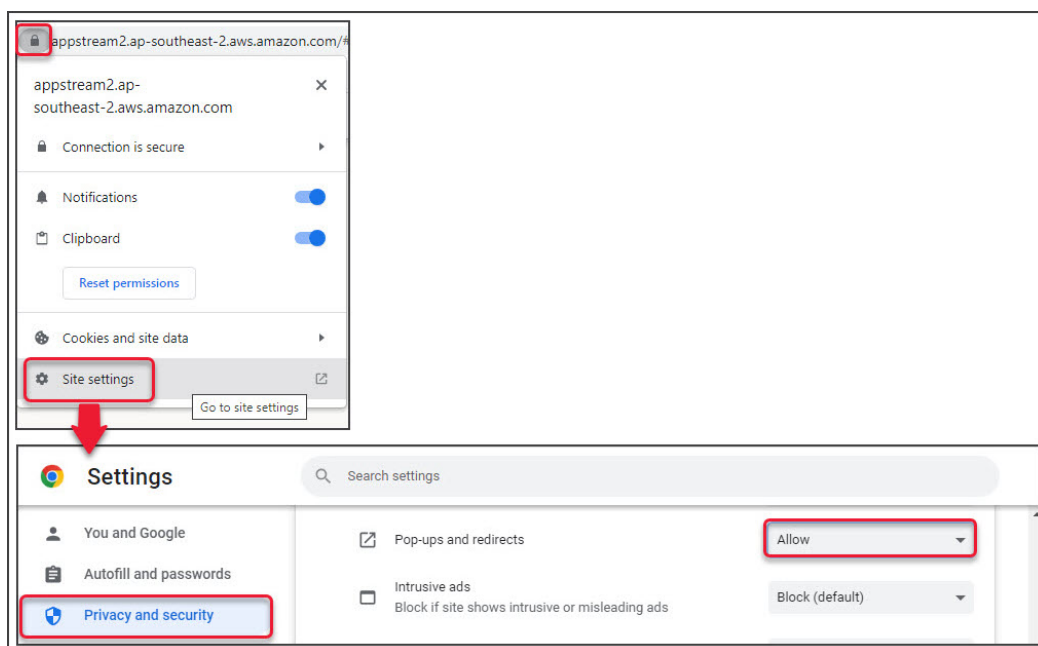
1. Settings > Privacy and security > Site settings > Additional content settings > PDF documents.
2. Check it is set to Open PDFs in Chrome.



I cannot print successive pages

This occurs when pop-ups and redirects are not allowed by the web browser (Chrome).

To resolve this in Chrome, click the lock icon and select **Site Settings** then change **Pop-ups and redirect** to **Allow**.



I have the error: 'Appstream page could not be found' when trying to print.

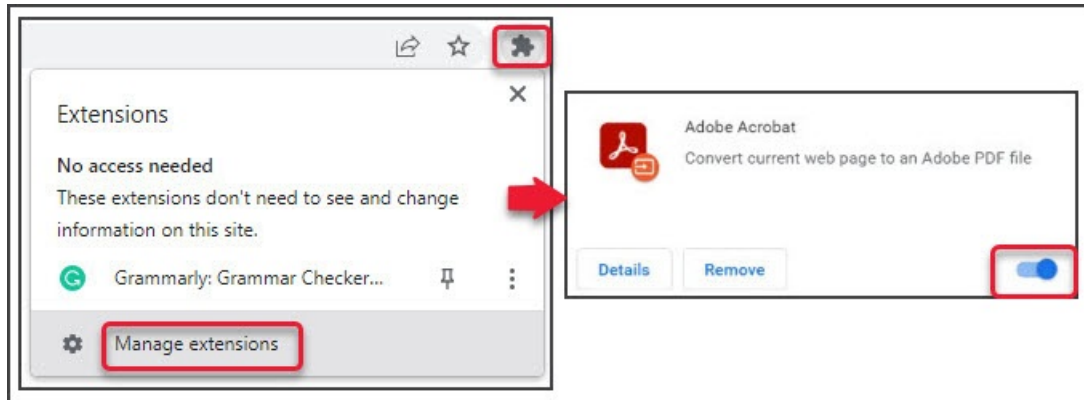
This can be caused by the web browser (Chrome) having the Adobe browser extension installed.



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.



How do I enable my Microphone in Chrome if I clicked 'Block'.

To allow Chrome to use your microphone:

1. Open **Chrome Settings** (`chrome://settings`).
2. Go to **Privacy and security** > **Site Settings**.
3. Scroll down to **Permissions** and click **Microphone**.
4. Under “**Not allowed to use your microphone**”, look for the site you blocked.
5. Click the trash icon  to remove the block or click the dropdown and choose “**Allow**”.
6. Close settings and refresh the site.

