Troubleshooting & FAQ

Version: 2.00 | Last Modified on 10/10/2025 10:17 am AEDT

Shortcuts to specific sections:

- How often do i need to use DUO 2FA
- I've forgotten my Zedmed password for SSO
- I've forgotten my Zedmed Software password
- I've forgotten my Cloud password
- I've forgotten the phone I used for 2FA
- Zedmed is unresponsive. I cannot click or type anything.
- I cannot print (PDFs download instead of opening)
- I cannot print successive pages
- I have the error: 'Appstream page could not be found' when trying to print.
- How do I enable my Microphone in Chrome if I clicked 'Block'?
- If you suspect printing is being blocked by the web browser

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 password for SSO

If you use Zedmed DUO to log in, call Zedmed Helpdesk on 1300 933 000

If you use your own organisation's SSO with Zedmed, contact your internal IT support.

I've forgotten my Zedmed Software password

Please call Zedmed Helpdesk on 1300 933 000
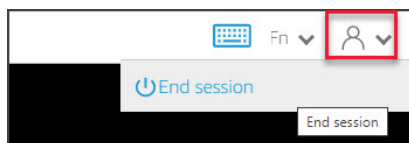
I've forgotten my Cloud password

Please call Zedmed Helpdesk on 1300 933 000

I've forgotten the phone I used for 2FA

Please call Zedmed Helpdesk on 1300 933 000

Zedmed is unresponsive. I cannot click or type anything.

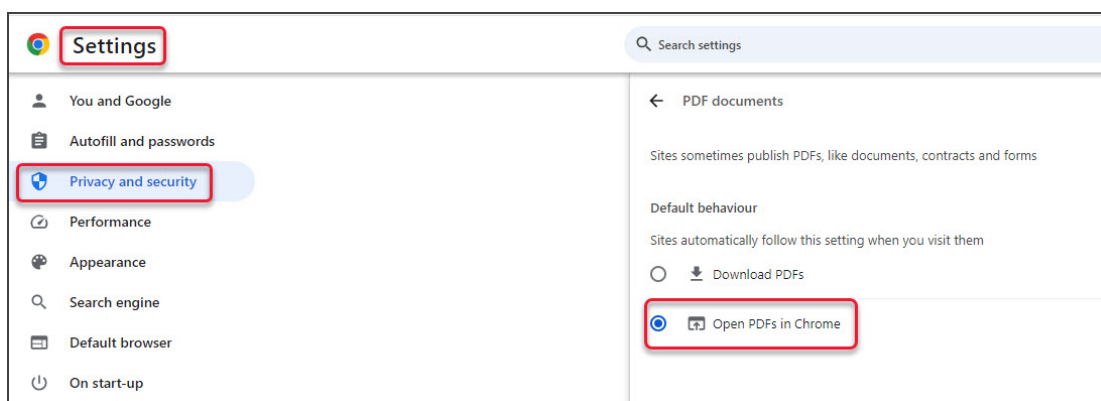End the session by selecting the User icon >**End session** from the cloud menu, and then log back in.

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.
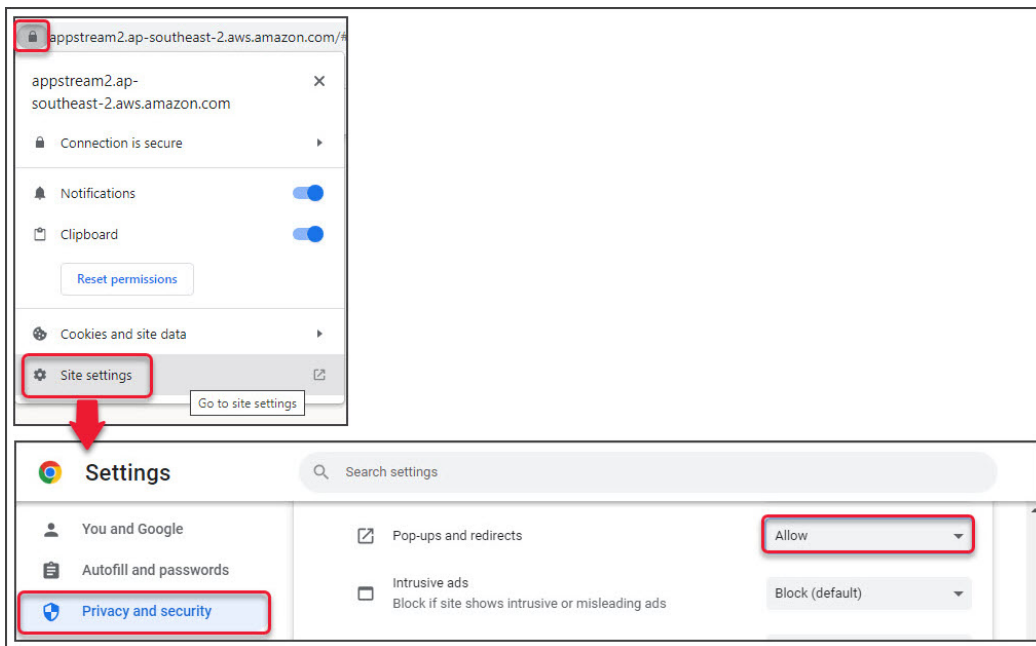
In Chrome this can be checked as follows:

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**.

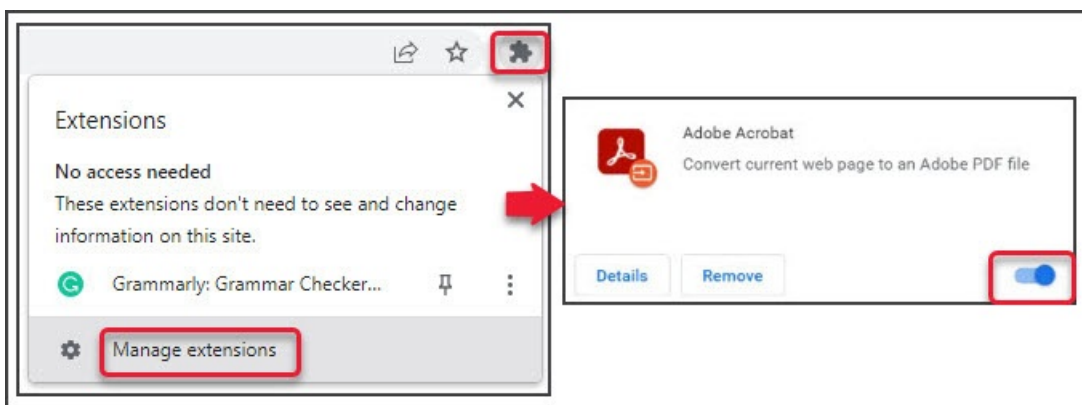**I have the error: 'Appstream page could not be found' when trying to print.**

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.**
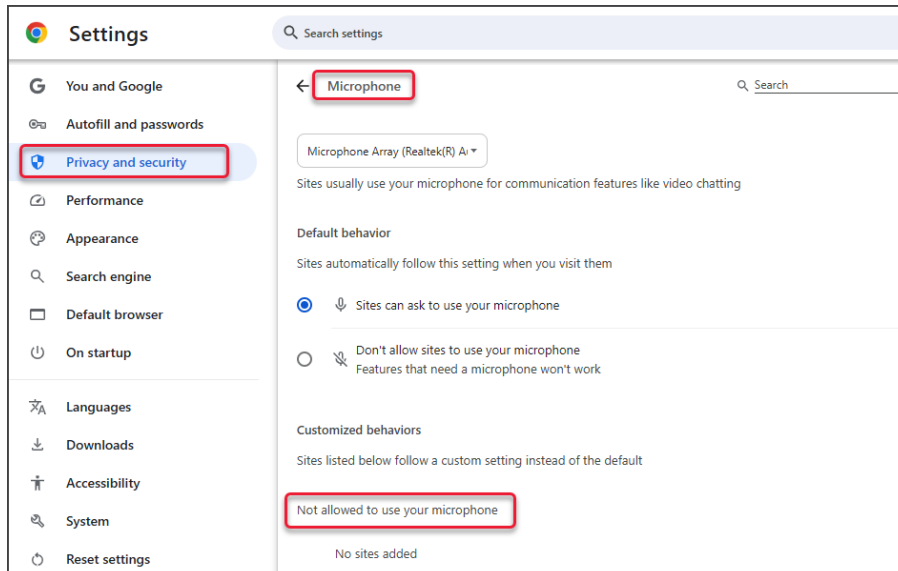3. Disable the Adobe extension using the switch.

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"**.
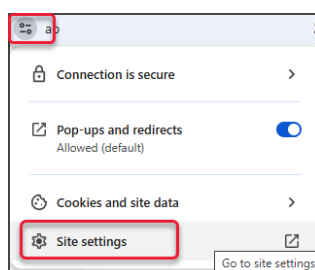6. Close settings and refresh the site.

If you suspect printing is being blocked by the web browser

Check if there are Ad blocker extensions installed, and if there are, whitelist or allow popups for Zedmed Cloud.
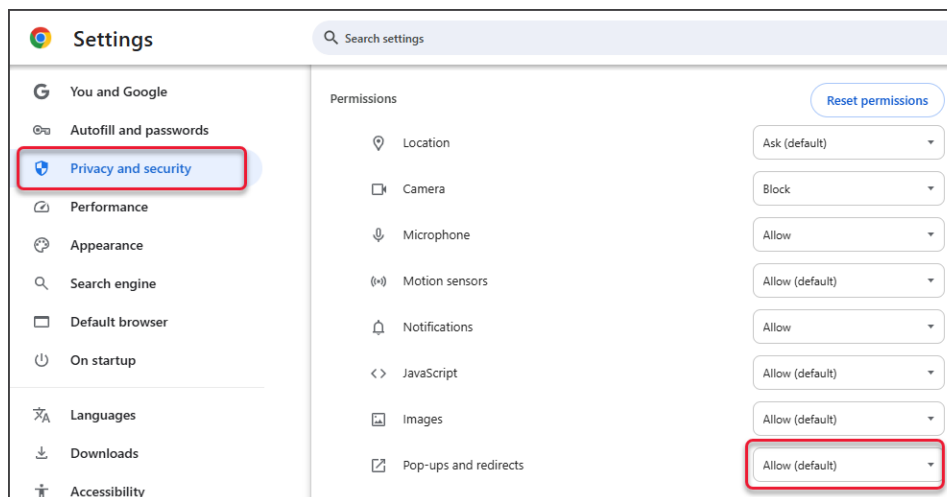
Check that Chrome does not have popup or redirect blocking enabled, as shown below.

Check that the web page allows popups:

1. Select the icon to the left of the URL.

2. Select **Site Settings**.
3. Select **Privacy and Security.**
4. Under **Permissions,** check **Pop-ups and redirects** is set to **Allow.**

Check that Chrome allow popups:

1. Select the three dots on the top right of your Chrome browser.
2. Select **Settings**.
3. Select **Privacy and Security** > **Site Settings.**
4. Under **Content**, select **Popups and redirects.**
5. Check that **Sites can send pop-ups and use redirects** is selected.