OLIS-MORE Support — Troubleshooting Tips

This document provides Tier 1 general support for stakeholders who are experiencing issues logging into OLIS-MORE. For other issues, please contact the Ontario Health Service Desk at 1-866-250-1554 or open a ticket at OH-DS_servicedesk@ontariohealth.ca.

I can login to OLIS-MORE but I do not see the Requisition or Resulting tabs

- Please ensure you are using the one of the most up-to-date browsers such as Chrome, Edge, or Firefox 90.

- If you saved a shortcut to OLIS-MORE, clear your cache and use the link to OLIS-MORE: https://olis-more.accessonehealth.ca

- Are you correctly enrolled in the OLIS-MORE service?

- Check with the site Legal Registration Authority (LRA) or ONE ID Business to ensure the client has been correctly enrolled.

I can't find my Ordering Practitioner when I search?

- OLIS-MORE has a limitation of 25 results in a search for Ordering Practitioner.

- i.e. Smith, Zach

- Ordering Practitioner name is entered and drop down does not return Smith, Zach

- Enter in license # and Smith, Zach is found

Printing related troubleshooting

OLIS-MORE Printing Issue for sites with enabled Abode PDF/Reader/Acrobat Plugin on Browsers:

- Any browser with Adobe plugins enabled is causing an error in OLIS-MORE, not allowing printing any documents (requisition, label, patient info). The plugin takes over the request and intercepts the data which results in the application identifying this as a security risk and blocks the request to print.

 Resolution: Client must disable Adobe plugin or try a different browser

Instructions:

- Firefox 3 and above: Go to "Tools -> Add-ons -> Plugins". Select the Adobe Acrobat entry and click "Disable".

- IE8 and above: Go to "Tools -> Internet Options -> Programs -> Manage Add-Ons." Select each Adobe PDF/Reader/Acrobat entry and click "Disable"

- Mac Safari: On the top level of your boot drive browse to "Library ->Internet Plug-ins" delete the "AdobePDFViewer.plugin"

- Chrome: Click on the three dots in the top right corner of Chrome ->Choose More tools > Extensions to see all the installed extensions->Next to the Adobe Acrobat extension, click the trash can icon, then Remove->Restart Chrome to and the extension will now be removed

- If you have issues, please call your internal Help Desk/IT for support

Do I have to use a specific label printer?

- No, can use any label printer that will print a 1" x 3" horizontal label.

How do I confirm that the specimen label will print correctly?

- Use a pdf of the label, which can be printed to validate that the information and format are correct.
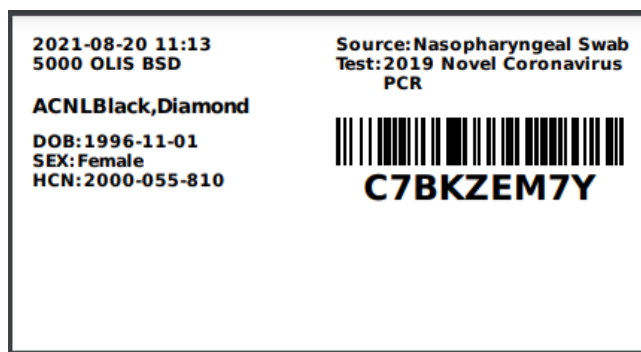
To calibrate Zebra printers:

1. Press and hold the Feed Button until it flashes twice, and then release it.
2. Allow the printer to complete feeding labels and print sensor profiles.
3. Press the Feed Button; a single label should be issued at a time.

The label is not printing correctly from label printer

Ensure that the site has calibrated the label printer:

4. Load the printer with the labels for your application.
5. Power on the printer.
6. Calibrate the printer as per manufacturer instructions.

Supporting label printers with different browsers

Printer set up for Chrome vs Edge browsers:

- Microsoft Edge: An extra margin is added to labels in Edge that can cause labels to be cut-off. The site may have to adjust the printer settings.

- Google Chrome: Change Chrome settings to "fit to page."

How do I connect my tablet and printer via Bluetooth?

7. From the Start menu, click Settings - Device - Bluetooth and other devices.

8. Click Add Bluetooth or other device. Select Bluetooth.

9. Select your printer to complete pairing.

10. Open Devices and Printers. Right-click the printer icon and select Properties.

11. Open the Service tab and note the port name ("COM" plus number) at the right of the Serial port (SPP).

12. Connect the computer and the printer using a USB cable.
    A message "Device setup complete" appears on the lower right of your computer's screen, and a printer icon appears in Devices and Printers.

13. Right-click the printer icon and select Printer Properties.

14. Open the Port tab and select the port name noted in step 4. Click OK to close the properties dialog box.

15. Close the printer window to finish.

Supply related support

Where do I order supplies and test kits?

- To order Personal Protective Equipment, Rapid Tests and Swab Kit Supplies:
  https://www.ppesupply.ontario.ca/

Please Note: Shoppers Drug Mart Corporate orders supplies for all their stores and supplies are provided by them.

- For any pharmacies experiencing a delay in receiving supplies ordered, please contact:
  Supplychain.Inquiries@ontario.ca

I received expired test kits, what do I do?

- Expiry Extension Notices can be located here: COVID-19 Health System Response Materials | Ontario Health

Who do I contact with supply and test kit related questions?

- Please direct questions to: ppesupplyportalhelp@ontario.ca and/or SCO.Supplies@ontario.ca