

# SecurePrint Install and Troubleshooting

## Background

Our printing architecture, SecurePrint, requires a small application that we created, Ascend Print Client, to be installed on a PC within a facility. SecurePrint is a Windows application that runs on a PC at the facility and, using the customer's internet connection, contacts our servers to pull print jobs down over a secure connection. Once SecurePrint pulls down a print job, it prints it to a label printer via USB or a plain paper printer. Like any other application running on a Windows PC, SecurePrint can only connect to printers that are installed on the PC.

## Prerequisites

1. A Windows PC with Internet Access
2. Working label printer connected to the PC mentioned above via USB

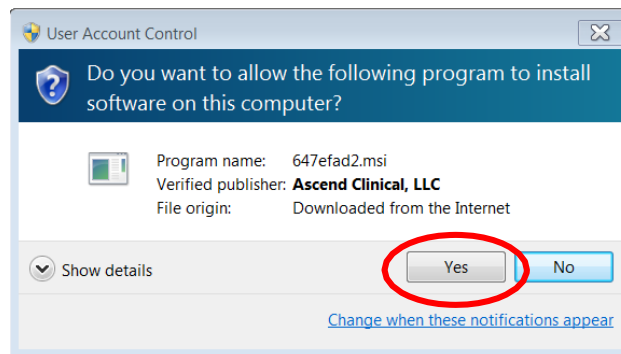
**Note:** Some Anti-Virus software may block the download and install of this application. If errors occur during steps 2 thru 4 below, try temporarily disabling any Anti-Virus software that is running on the PC.

## Installation

1. Download SecurePrint via LabCheck > Support > Links and select **Ascend SecurePrint Client** or from any internet browser, go to the following URL:  
<https://labcheck5.com/SecurePrintDeployment/AscendClinical.SecurePrint.Installer.msi>
2. Click **Run** to begin preparing the PC for installation.
  - a. **Note:** The install may take approximately 5 minutes and you must have Administrator Privileges.



3. Click **Yes** on the pop up window to install the software.

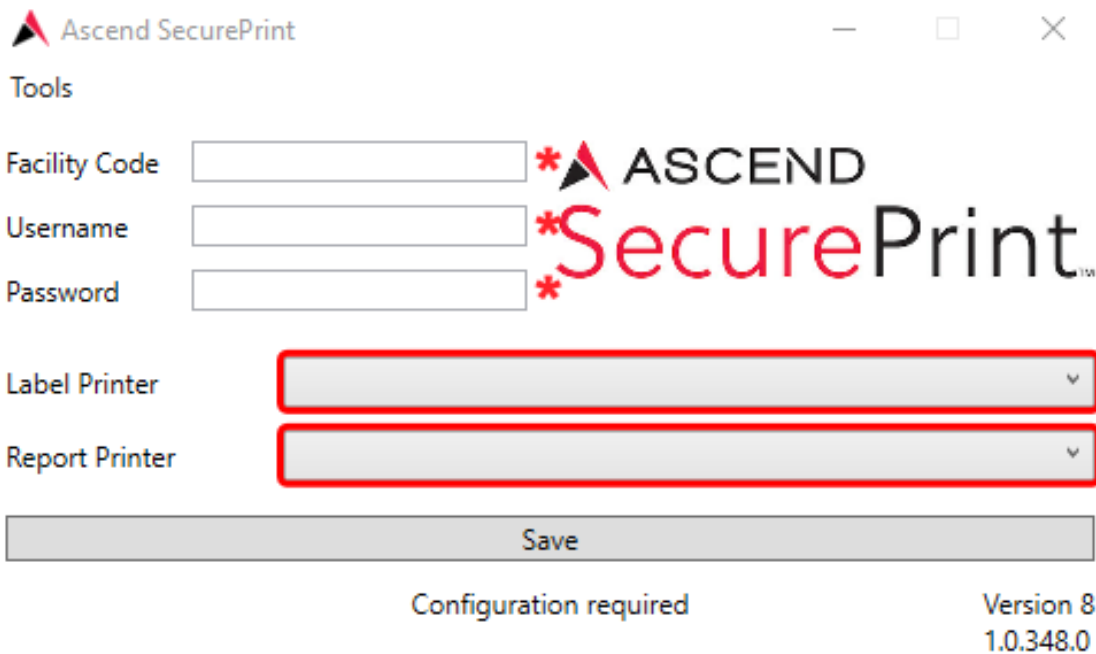


4. SecurePrint should start automatically and the log in screen should populate on your screen. If not, from the Start Menu, type *SecurePrint* in the All Programs search field and click on SecurePrint from the program list.

## SecurePrint Log In

Login credentials for SecurePrint are provided by Ascend Clinical and differ from individual LabCheck credentials.

1. Facility Code Assigned Facility Code
2. Username Facility Code and Print (i.e XYZPrint)
3. Password SecurePrint Password
4. Label Printer Select the USB Label Printer (ZDesign)
5. Report Printer Select a Network Printer for reports
6. Save Make sure to click the Save button



Ascend SecurePrint

Tools

Facility Code  \* ASCEND

Username  \* SecurePrint™

Password  \*

Label Printer

Report Printer

Save

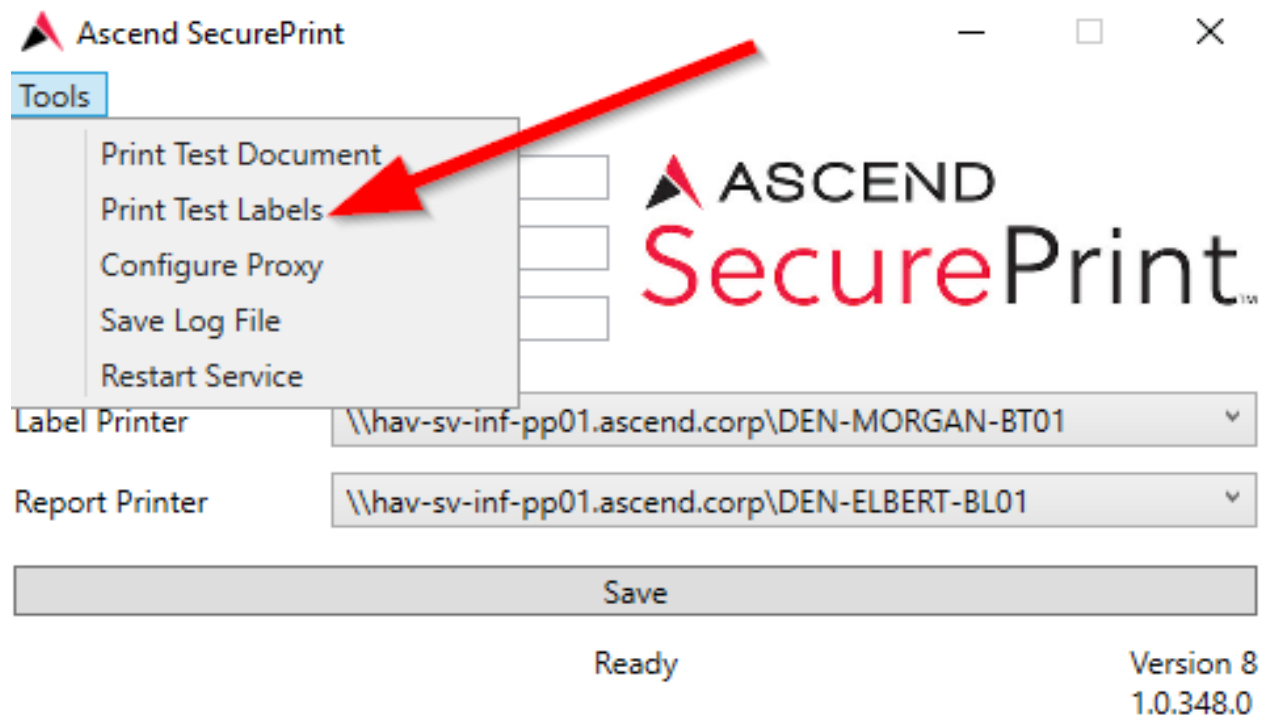
Configuration required

Version 8  
1.0.348.0

**Note:** If you do not see the USB Label Printer, check the USB connection from the computer to the label printer. If you do not see a local printer, you'll need to install the printing drivers to the computer for the printer you wish to use. Contact your IT department for help if needed.

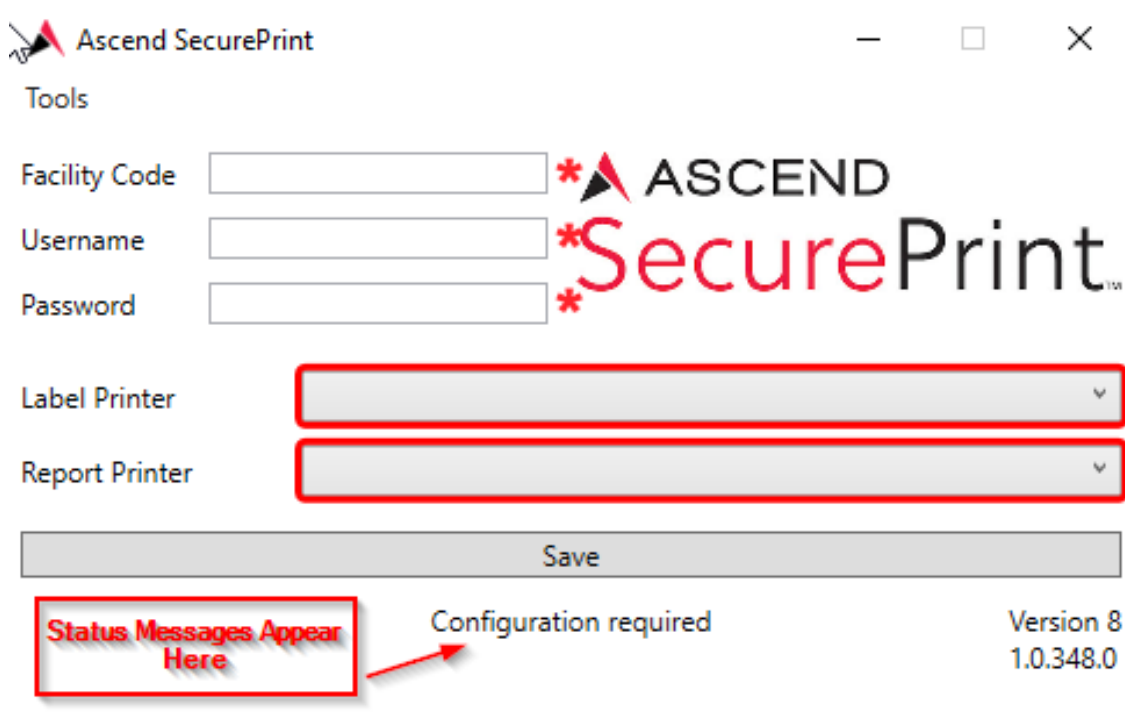
### Print Test Labels or Test Document

1. Click **Tools menu** in the SecurePrint window.
2. Click **Print Test Labels** or **Print Test Document**.



## Understanding Status Messages

A variety of status messages can appear in the SecurePrint window. The Status Message must read "Ready" to be able to print labels or lab copy reports.



The screenshot shows the Ascend SecurePrint configuration window. It includes fields for Facility Code, Username, and Password, and dropdown menus for Label Printer and Report Printer. A 'Save' button is located below these fields. A red box highlights the status message area, which displays 'Configuration required' in red text. A red arrow points from this message to a red box containing the text 'Status Messages Appear Here'. The version information 'Version 8 1.0.348.0' is visible in the bottom right corner.

1. **Configuration required** – One or several of the required fields are empty
2. **Authorizing** – SecurePrint is contacting the server and attempting to authenticate using the credentials provided
3. **Problem connecting to server** – SecurePrint is not able to reach Ascend servers
4. **Username/Password incorrect** – The Username/Password entered is not valid
5. **Please select a printer** – No Printer selected
6. **Printing labels** – SecurePrint is actively attempting to print labels
7. **Printing report** – SecurePrint is actively attempting to print reports
8. **Error printing labels** – There was a problem printing labels
9. **Ready** – SecurePrint is up and running properly
10. **Printer error** – Something is wrong between the PC and the printer

## Troubleshooting

If you submitted labels or lab copy reports but they did not print, please verify the following prior to contacting Client Services:

- 1. *Is SecurePrint installed?*** If Yes, move to question 2.  
Once installed, SecurePrint, the Ascend Print Client application, is always running. To verify the application is running, from the Start Menu, type *SecurePrint* in the All Programs search field and click on SecurePrint from the program list. The program should open. If unable to locate SecurePrint, follow the steps to download and install.
- 2. *Is SecurePrint in a Ready status?*** If Yes, move to question 5.  
The status message appears in the bottom center of the application and should read as "Ready." If No, move to question 3.
- 3. *Are you logged in to SecurePrint with the assigned credentials?*** If Yes, move to question 4. Use the following to log in:
  - ☐ Facility Code: Assigned Facility Code
  - ☐ Username: Assigned Facility Code and Print (i.e. XYZPrint)
  - ☐ Password: Assigned SecurePrint Password
- 4. *Have you selected the proper printers?*** If Yes, move to question 5.  
The Label printer will be labeled with model number and will likely have a name beginning with ZDesign. The Report printer will have the same name as your network printer.
- 5. *Is the printer powered on and connected properly?*** If Yes, move to question 6.  
The Zebra label printer should be connected via USB directly to the computer running the SecurePrint application and have a solid green light. Confirm labels are loaded by pressing the green button and a blank label will feed through. The Report printer needs to be in a Ready status and loaded with paper.
- 6. *Print a Test Label and/or Test Document. Did your test label and/or test document print?***  
If Yes, verify in LabCheck labels and reports were submitted correctly. Reprint.  
If No, restart your computer and your printer. After the reboot, confirm that SecurePrint is running and in ready status. If labels or reports do not automatically print, please contact Client Services at 800.800.5655, Option 1.