

# Troubleshooting & 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

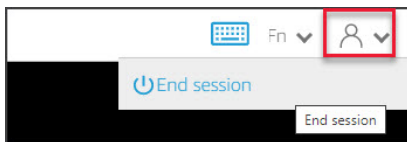
Please call Zedmed Helpdesk on 1300 933 000

## 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.

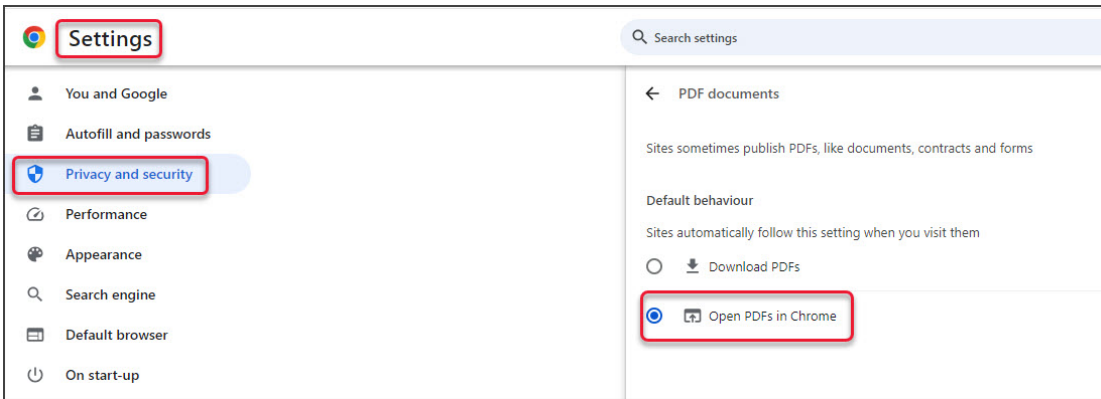


## I cannot print (PDFs download instead of opening)

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:

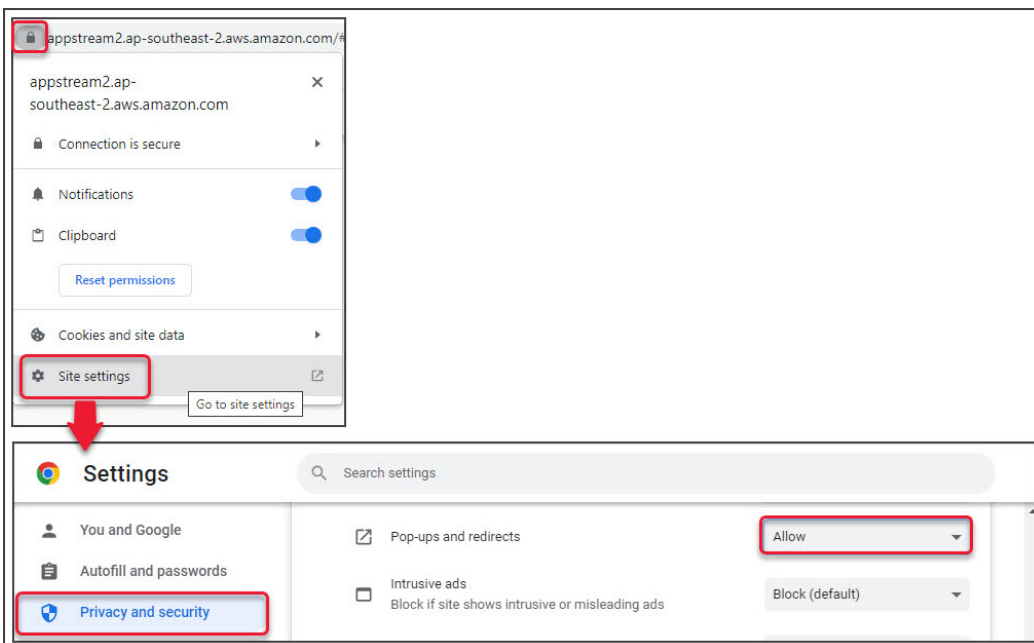
1. Settings > Privacy and security > Site settings > Additional content settings > PDF documents.
2. Check it is set to Open PDFs in Chrome.



## 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.

