

MediMatrix Screen Display Issues

Issue: Screen is not displaying all orders or is displaying old information. This is common issue on various web browsers

Resolutions:

1. Clear Web Browser temporary internet files

For Internet Explorer

- Open internet explorer
- Tools-> Internet Options
- General Tab Under 'browsing history' Click Delete
- Ensure Temporary Internet files, Cookies, History are CHECKED
- DELETE, close and reopen browser
- Log back into MediMatrix

For Mozilla Firefox

- Open Mozilla Firefox
- Firefox -> Options
- Privacy -> Click 'Clear recent history'
- Ensure Browsing/Download History, Cookies, Cache are CHECKED
- CLEAR NOW->close and reopen browser
- Log back into MediMatrix

For Google Chrome

- Open Google Chrome
- Tools ->Settings
- Privacy Tab ->Click 'Clear Your Recent History'
- In dropdown choose 'Everything'
- Ensure Clear browsing history, download history, Cookies, Cache are CHECKED
- CLEAR Browsing data,->close and reopen browser
- Log back into MediMatrix

For questions or assistance, please contact:

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