

## Information for your IT Provider

### Team Viewer

To facilitate remote training or assistance, please install/update Team Viewer.

### Trusted Site settings

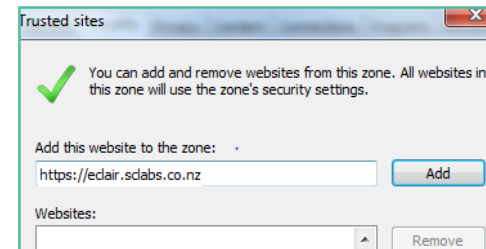
These settings need to be enabled before using the eOrder web form.

#### Use Group Policy to apply these settings for all users.

1. The eOrder (Sysmex) website must be set as a trusted site.
2. To add the eOrder website to trusted sites, open Internet Explorer.
3. Click on the Tools Menu, then click on Internet Options.
4. Then click on the security Tab, and on Trusted Sites.



5. Click on the Sites Button.
6. In the Sites screen, type the URL into the upper field as shown
7. URL: <https://eclair.sclabs.co.nz>
8. Click on the Add button.



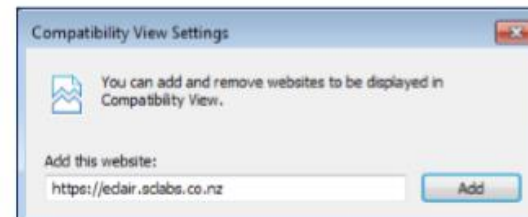
9. Close and OK to Finish.

### Active X

Active X settings should be the default settings for a trusted site.

### Compatibility Mode

1. Open Internet Explorer as before.
2. In the Tool Menu, click on Compatibility View settings.
3. Type the URL "https://eclair.sclabs.co.nz" into the 'Add this Website' to the zone field.



4. Click on the ADD button.
5. Save and close.