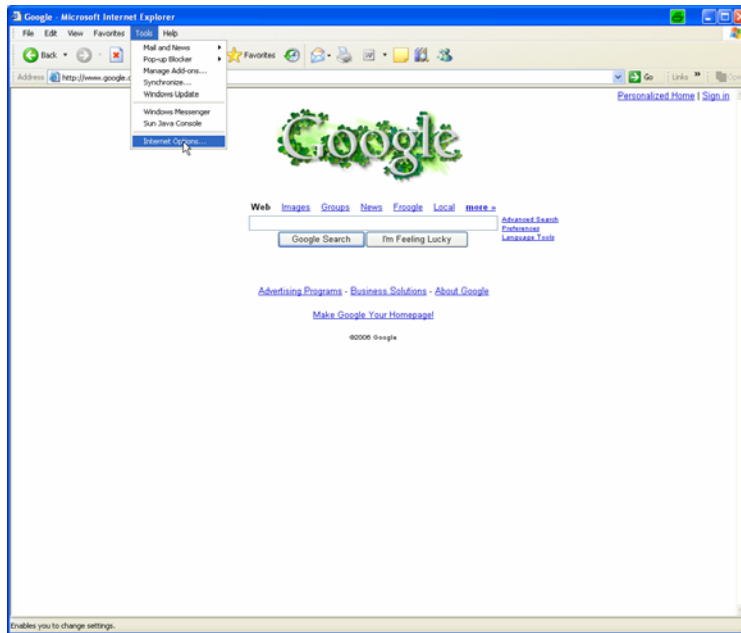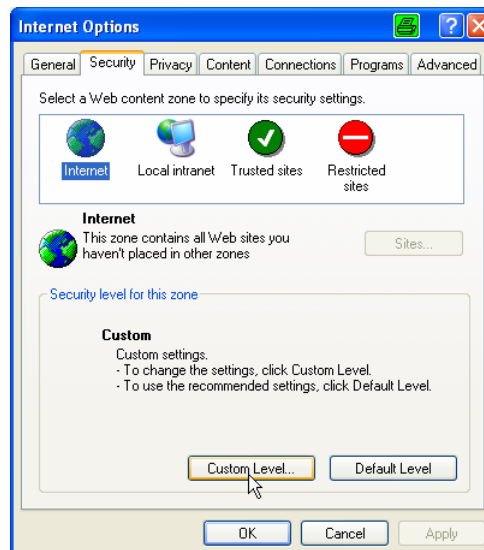## Activating ActiveX Controls

Note: Please follow these instructions only if you are able to view reports and you are having trouble viewing the patient images. When clicking on the images, you will see a black screen with a green "loading data" message.
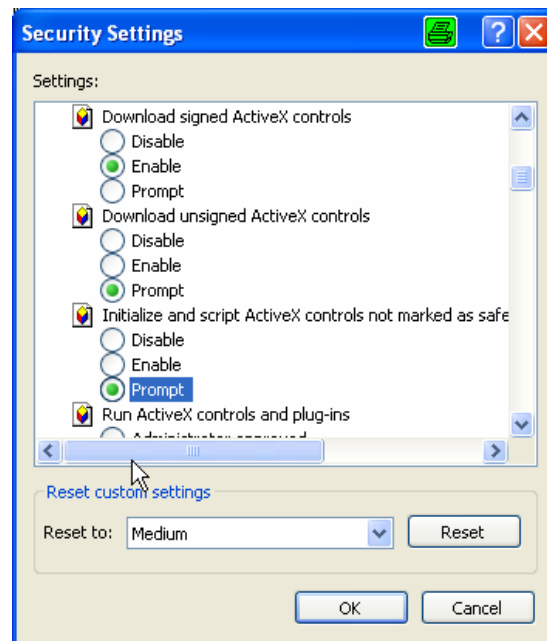
1. Open your browser, and click on the tools menu option
2. Click internet options

3. Now click on the security tab and then click custom level toward the bottom

4. On the security settings page, scroll down to the ActiveX controls and plug-ins section
5. Make sure all of the following options are set to enable
   a. Automatic prompting for ActiveX controls
   b. Download signed ActiveX controls
   c. Run ActiveX controls and plug-ins
   d. Script ActiveX controls marked safe for scripting
6. Set the following options to prompt
   a. Download unsigned ActiveX controls
   b. Initialize and script ActiveX controls not marked as safe

7. Now press ok to save the settings and yes when it asks if you are sure
8. Press ok to the internet options page and you should be back at your browser
9. Close the current web page and open a new one

Note: If you are still having trouble, please contact the marketing rep for your area and they will take care of getting it fixed.