

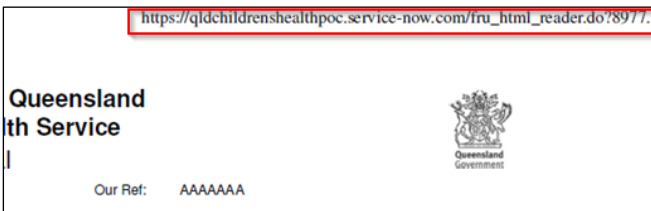


# Smart Referrals Workflow Solution

## Setting print preferences

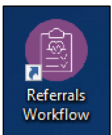
### Mozilla Firefox

The default print settings for Mozilla Firefox will result in a URL and page number appearing on any correspondence and referral printed from Smart Referrals Workflow Solution.

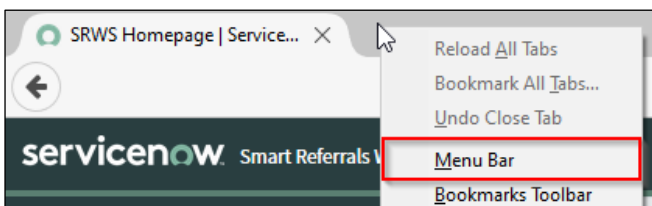


To correct this, the default print settings for Mozilla Firefox should be changed.

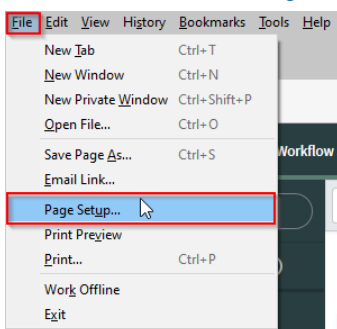
1. Open Referrals Workflow from the desktop icon. A Mozilla Firefox window will open.



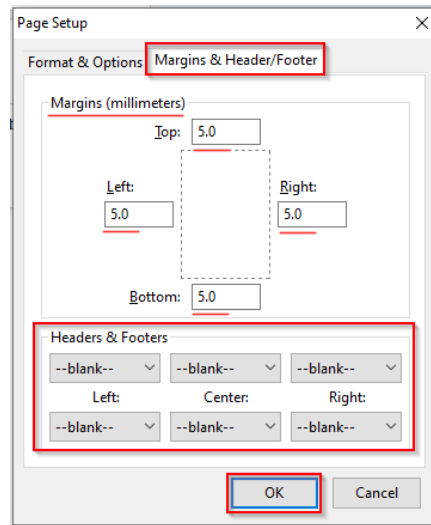
2. Right click on the light grey section in the banner bar and select **Menu Bar**.



3. Click **File** and select **Page Setup**.



4. Select the **Margins & Header/Footer** tab and set all the Headers & footers to **--blank--**.

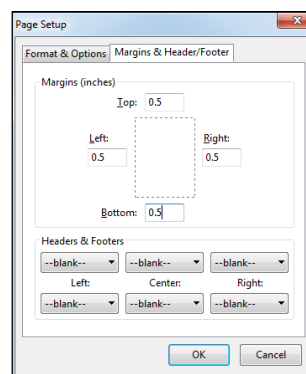


*All margins should be changed to 5 (millimetres)*

5. Click **OK**

### Page setup (Mozilla Firefox)

The page set-up screen may occasionally display as inches rather than millimetres. This setting may affect the alignment and formatting while printing correspondence.



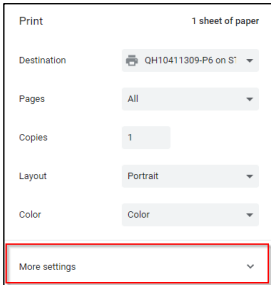
This occurs when the printer is set to a 'letter' document size rather than A4. To fix follow the below steps:



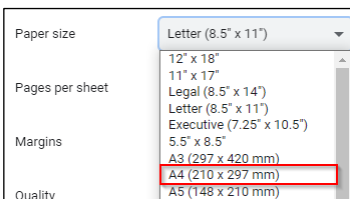
1. Navigate to **Correspondence** tab
2. Click **Print** in the print preview screen.



3. Click **More Settings**



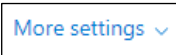
4. Change the document size from **letter** to **A4**.



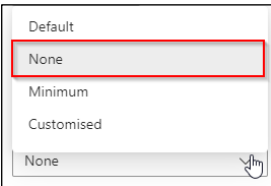
5. Click **Print** to confirm the changes and print page.

### Page setup (Microsoft Edge)

1. Navigate to **Correspondence** tab
2. Click **Print** in the print preview screen.
3. From the print preview window, select More Settings



4. Select Margins to **None**



This will remove the browser's header and footer to avoid printing the referral ID & URL at the top and bottom of the page.

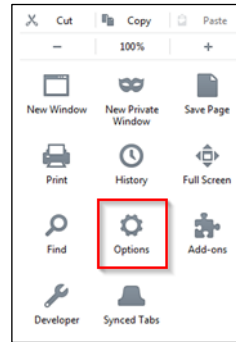
### Troubleshooting tips

#### Letters printing in large font

Some browsers have been set with a minimum font size for printing. This will affect letters printing from SRWS.

If letters are printing with the wrong font size:

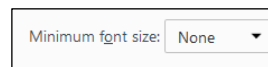
1. Select **Options** (cog icon) in the Firefox menu



2. Select **Content** from the left side menu
3. Click **Advanced** in the Fonts and Colours section



4. Ensure the minimum font size is set to **None**



5. Click **OK**

**How to get help**  
 For support contact the Health Informatics team by email at [CHQ\\_DigitalFuture@health.qld.gov.au](mailto:CHQ_DigitalFuture@health.qld.gov.au) or by calling 3068 1999 (select option 1).  
 Application and technical support can also be accessed through the IT Support Centre 1800 198 175