EasyLabeller (Code 3 / Login Details)

When printing a label if you get a Code 3 error and you may get the Login Details box displayed do not change the login details as they'll be correct. The user name will always begin with EL, EAL or EASY followed by the practice number.

Code 3 is caused by either the copy of Emis Web running is a 2nd session and it will only print from the 1st session or the user logged into Emis Web hasn't got ticks against their name in Edit Users or Login Access within Emas Manager.

Please follow the instructions if you get the Login Details box displayed or a Code 3 error.

Exit Emis Web & EasyLabeller

Press Ctrl Alt Del and select Task Manager

Click on the Processes Tab and look for another copy of Emisweb.exe. If one is listed click on Emisweb.exe to highlight and then click End Task

Start Emis Web & EasyLabeller

If you still get the Code 3 error or Login Details it might be the user is new or ticks have been removed for the user logged into Emis Web. Every time a new user is created in Emis Web if they're going to print labels or appointments you must do the following.

Exit EasyLabeller

Login to Emis Web (administrator rights) Usually Practice Manager

Click on Emis ball (top Left) then select System Tools, Emas Manager

Click on Partner API (bottom left) then click on EasyLabeller v3 from the list of partner products to highlight.

Click on Edit Users
Make sure each user has a tick next to their name. If not put a tick in and enter a password of Password1

Click on Login Access

Make sure each user has a tick in Auto Login and Allow Login next to their name.

Start EasyLabeller

NOTE

If a user has a tick in Edit Users and doesn't use EasyLabeller **DO NOT** remove the tick as it will remove from other 3rd party software products.