

Date: June 17, 2022

Lab Alert: Microsoft Internet Explorer Out of Support

Dear Regional Pathology Services Clients,

As you are aware, Microsoft will be officially disabling Internet Explorer with their cumulative June updates in 2022.

We have been working on updating our systems to move away from using Internet Explorer. Currently our lab ordering and result portal, RPS Pathway will work with Microsoft Edge. Please follow these settings to allow printing from Microsoft Edge.

<http://www.reglab.org/news/microsoft-edge-settings-for-rps-pathway/>

We will be upgrading RPS Pathway to v2022.1.46.1, and after that upgrade, it will be compatible with ALL browsers such as Firefox and Chrome. The upgrade is scheduled for Monday, June 27, starting at 9:00 PM, and we anticipate that the system will be down for 3-4 hours that evening.

There will be a new print service (ATLAS Print Service) with this upgrade, as we are moving away from MeadCo. Users may need to have their IT department help with that installation , so that default printers can be set. <http://www.reglab.org/client-services/rps-pathway-print-service-installation/>

If this installation cannot be done immediately, that does not mean that you cannot print. It only prevents you from setting a default printer. You will still be able to print requisitions and results, you will just have to select the printer each time. Once the print service is installed, you can then set a default printer, and reqs and reports will print to that printer.”

Clients may choose not to take the June Microsoft update, and wait until RPS Pathway supports all browsers on June 28, 2022.

If you have any questions or issues with these changes please contact client services at 402-559-6420 or reach out to your account manager at <https://www.reglab.org/contact-us/>

24/7 Client Services

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