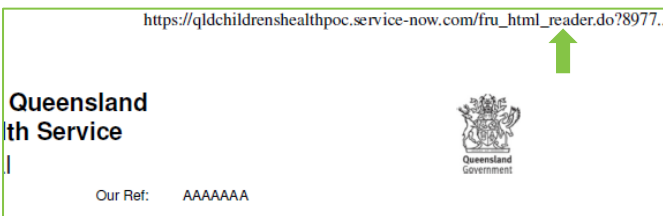




# Smart Referrals Workflow Solution (eRefer)

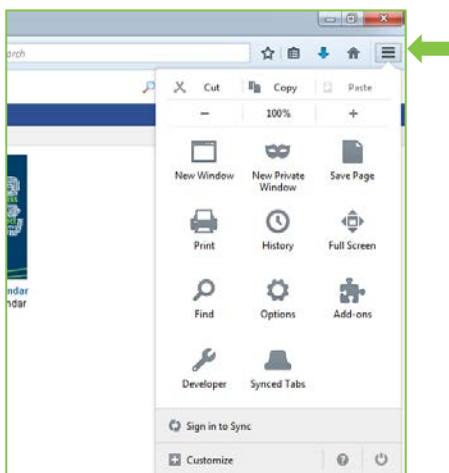
## Setting Mozilla Firefox print preferences

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

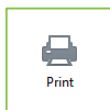


To correct this, the default print settings for Mozilla should be changed.

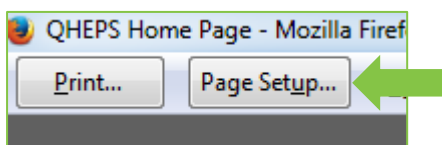
1. Open Mozilla Firefox
2. Click on the 3 horizontal lines in the top right corner to open the menu options.



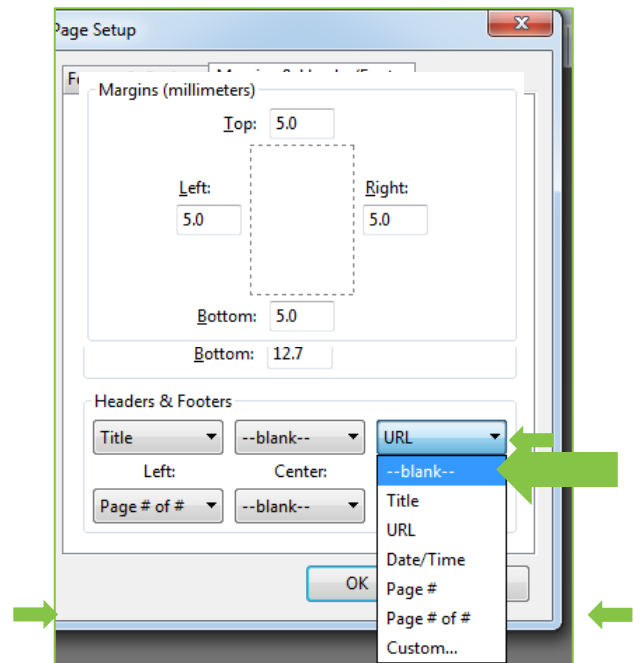
3. Click the **Print** icon



4. Click **Page Setup** in the print preview screen.

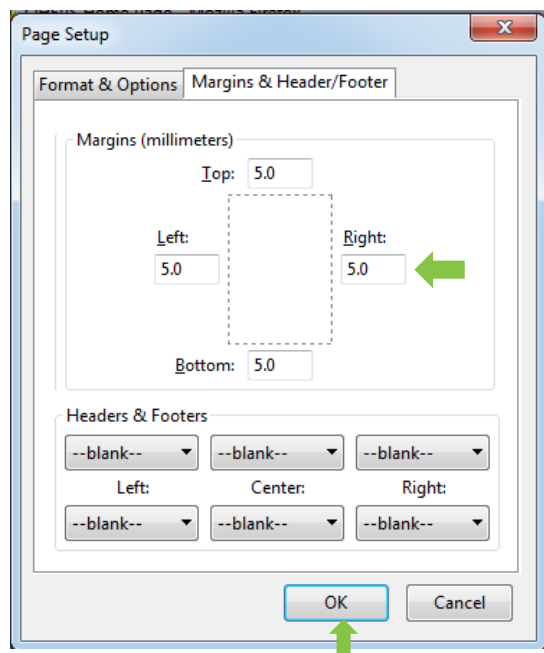


5. Select the **Margins & Header/Footer** tab and set all the Headers & Footers to **--blank--**



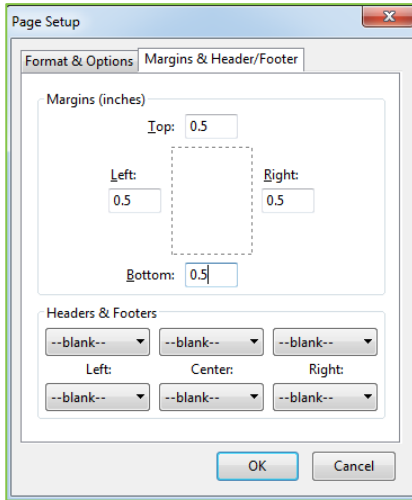
The margins should be changed to 5.

6. Click **OK**



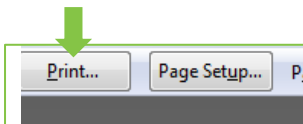
## Troubleshooting – Page setup in inches

The page set-up screen may occasionally display as inches rather than millimetres.

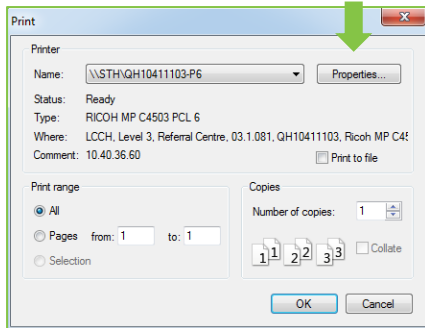


This occurs when the printer is set to a 'letter' document size rather than A4. To fix follow the below steps:

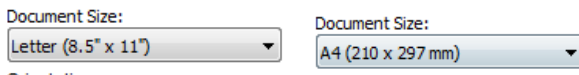
1. Click **Print...** in the print preview screen



2. Click **Properties...**



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

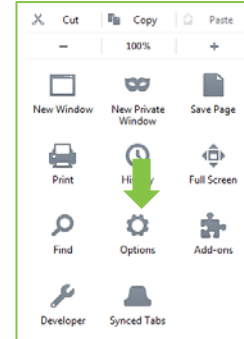


4. Click OK and print a page. You will now be able to return to the page set-up and configure the page in millimetres.

## Troubleshooting – Letter printing in large font

Some browsers have been set with a minimum font size for printing. This will affect letters printing from eRefer. If letters are printing with the wrong font size:

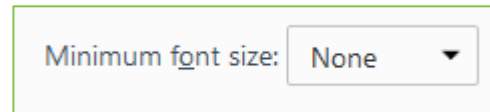
1. Select the cog in the Firefox menu



2. Select **Content** from the left side menu and click **Advanced...** in the Fonts and Colors section.



3. Make sure the Minimum font size is set to **none** and click **OK**.



## How to get help

For support contact the OPD Management team by email at [LCCH.OPDManagement@health.qld.gov.au](mailto:LCCH.OPDManagement@health.qld.gov.au) or by calling 3068 1999 (select option 3).

Application and technical support can also be accessed through the IT Support Centre 1800 198 175.