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Troubleshooting Ability to Download the Physician Dashboard

Published June 2013

National Cardiovascular Data Registry

800-257-4737

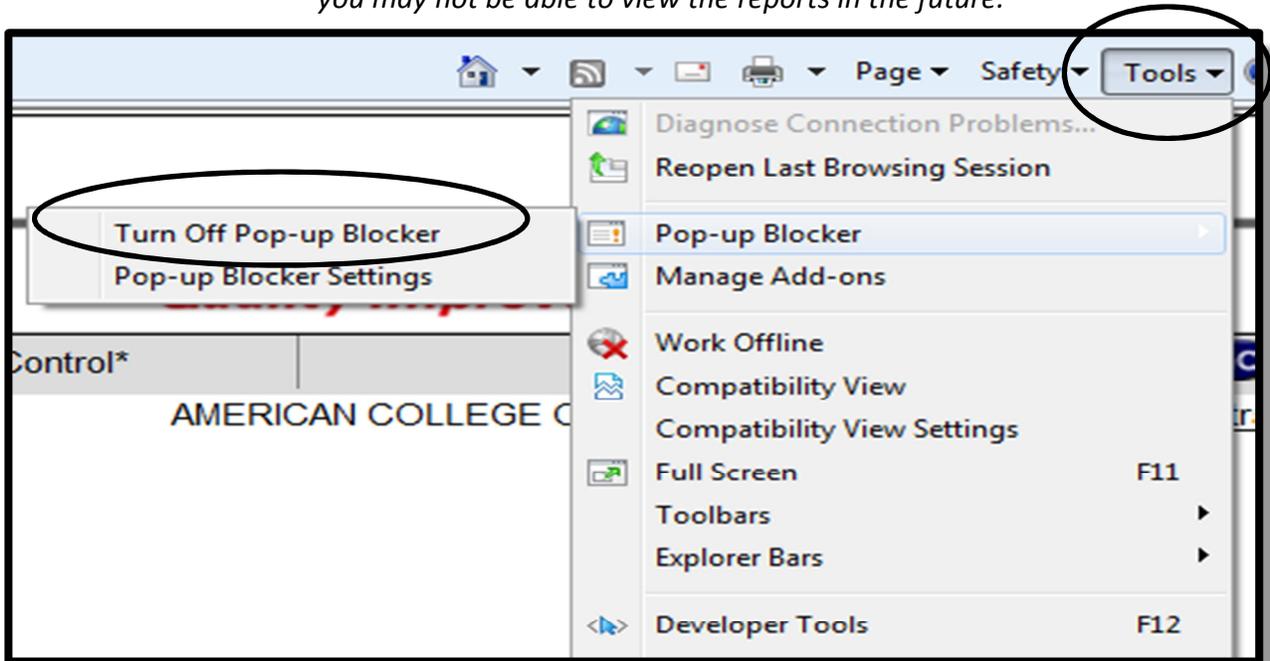
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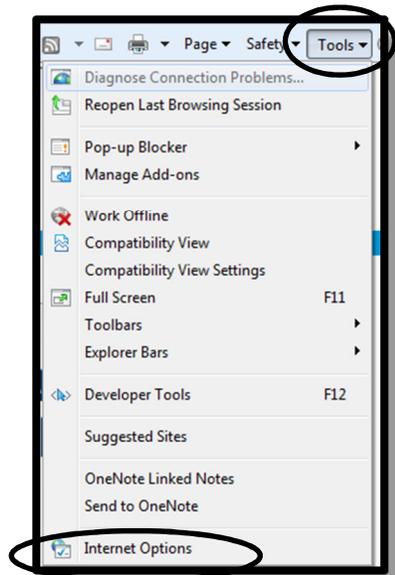
Troubleshooting Ability to Download Dashboard

1. Make sure your pop-up blocker is turned OFF:
 - a. From your Command bar of Internet Explorer (IE):
 - b. Select "Tools"
 - c. Select "Pop-up Blocker"
 - d. Select "Turn Off Pop-up Blocker"

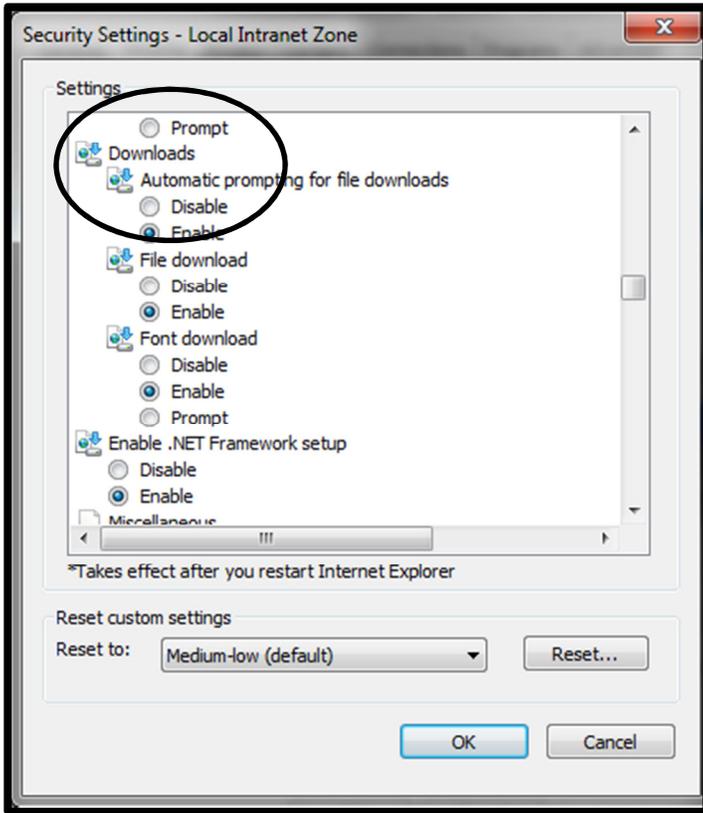
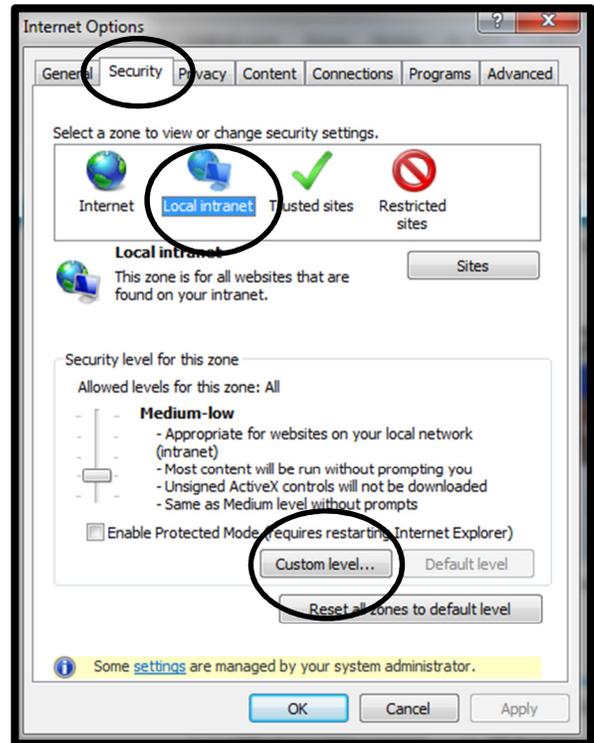
Note: Please click on Always Allow Pop-ups from This Site as otherwise you may not be able to view the reports in the future.



2. Ensure Automatic prompting for file downloads is enabled
 - a. On IE browser go to Tools
 - b. Select Internet Options

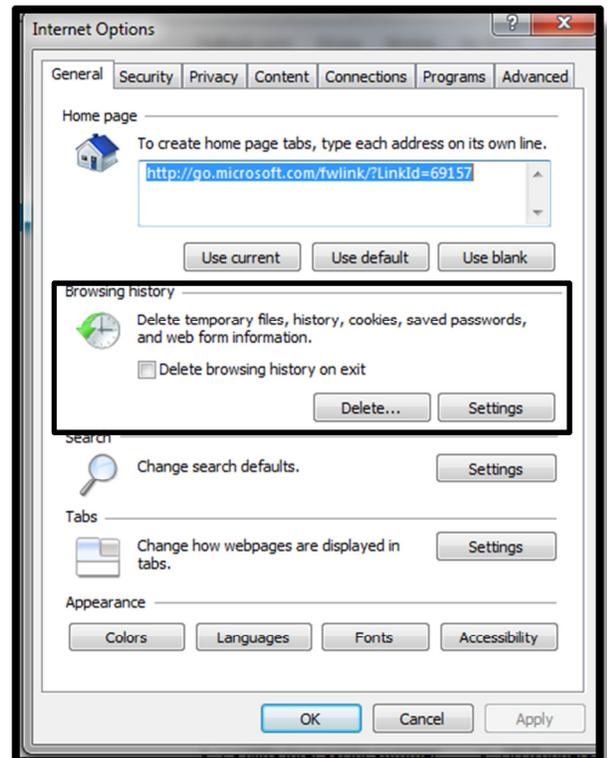


- c. Select the Security Tab
- d. Select Local intranet
- e. Click on Custom Level

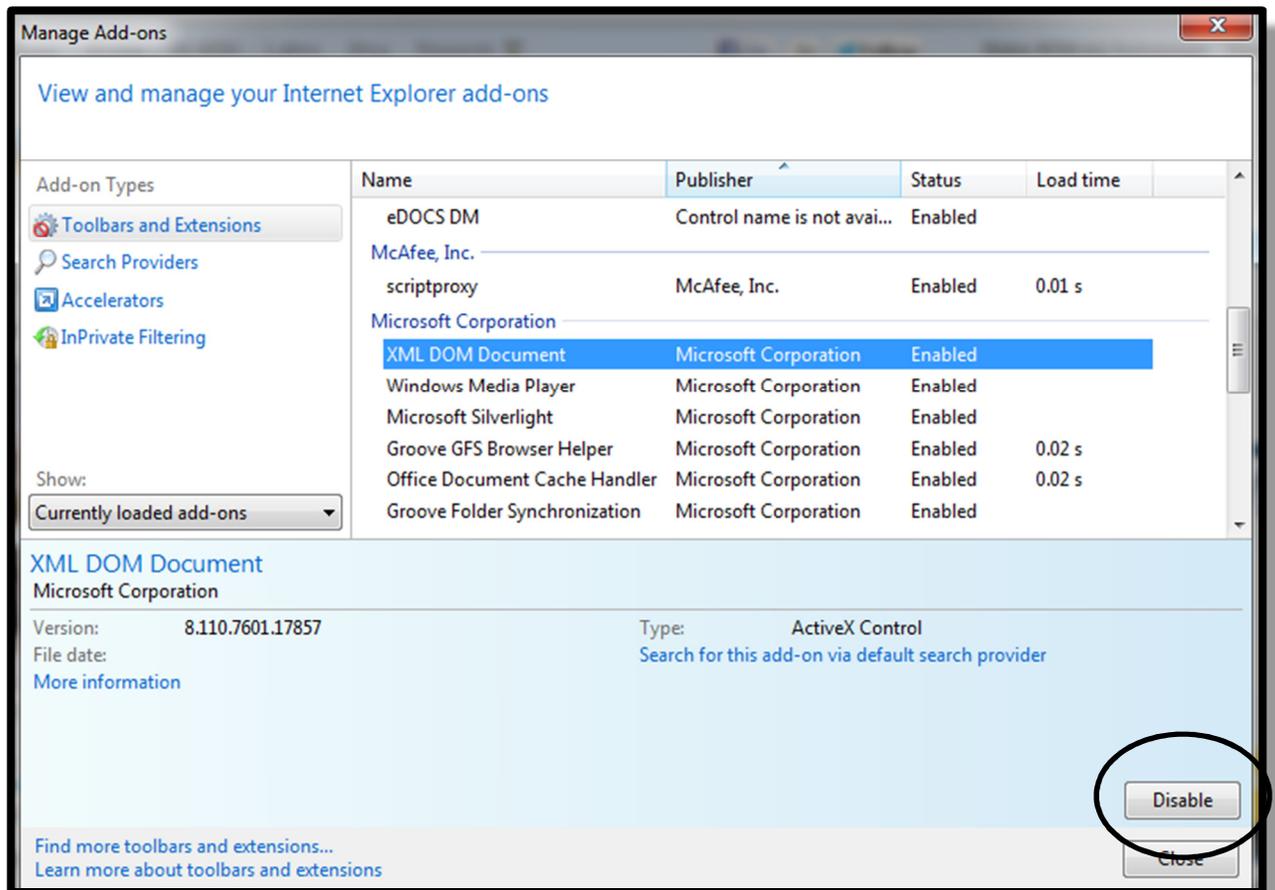


- f. Scroll to Downloads section
- g. Ensure Automatic prompting for file downloads is enabled
- e. Repeat for the Internet and Trusted sites settings

- 3. Clear temporary internet files
 - a. As above, IE > Tools > Internet Options
 - b. Select the General (tab)
 - c. Select Delete
 - d. Make sure the Temporary Files box is checked



4. Check to see if any add-ons are causing problem
 - a. As in #2, IE > Tools
 - b. Select Manage Add-ons



- b. Disable all the add-ons by highlighting and then clicking "Disable"
- c. Check to see if this fixes problem
- d. If problem is fixed then re-enable the add-ons one at a time to see which caused problem
- e. If problem not fixed re-enable all the add-ons