Troubleshooting Issues With EScan

Summary

This guide will go over how to troubleshoot common issues with the E-Scan Feature (emailing exams).
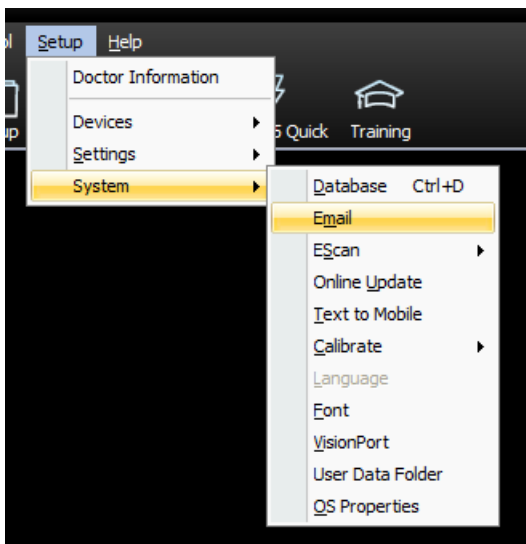
Before you Begin

1. Make sure you have the latest version of the MyoVision software and that it is registered.
   - **IMPORTANT**: Feature Pack A or later is required for Escan to function
   - How Do I Check My Software Version and Feature Pack?
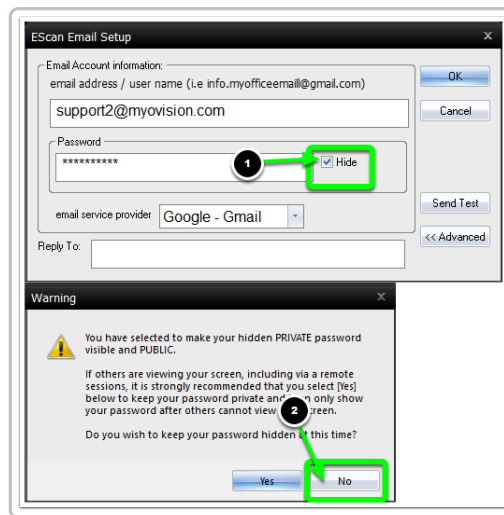   - How Do I Enter my Software Registration Key?

How to Troubleshoot Escan

1. Open EScan's Email Settings
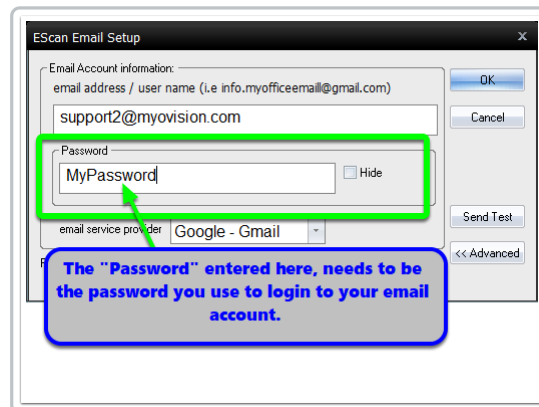
- Go to **Setup > System > Email**


2. Check Password

- Uncheck the box next to "Hide" then click "No" on the prompt

- Confirm the data entered into the "Password" field is the correct password for your email. Passwords are case sensitive.

- If the password was incorrect, enter the correct password then send a test email
    - Click "Send Test"
    - Enter any email address to send a test email to
    - Click "Send"
- A dialogue box will appear and say if it is successful or unsuccessful. If unsuccessful continue troubleshooting
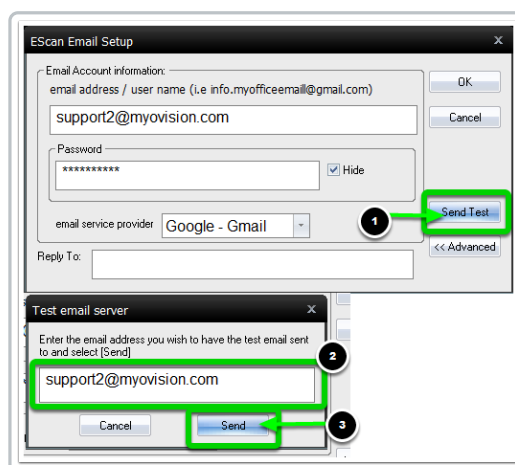
2. Is the email account a Gmail or Yahoo account?

- If yes, then a setting may need to be changed in your email account
    - Configuring Gmail to use with EScan

- Configuring YahooMail to use with Escan
- Once the email account is configured send a test email
  - Click "Send Test"
  - Enter any email address to send a test email to
  - Click "Send"
- A dialogue box will appear and say if it is successful or unsuccessful. If unsuccessful please call our tech support team at (800) 969-6961 x2 or email support@myovision.com