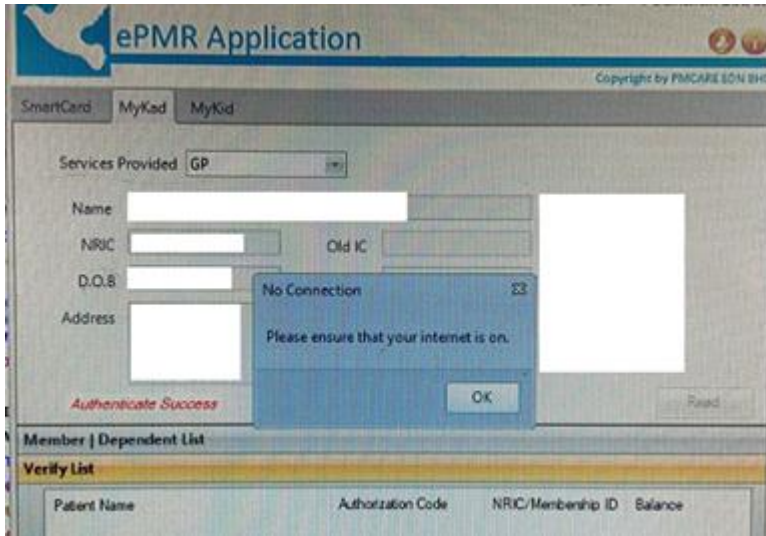


28/09/2022

Dear Doctor/Administrator,

PMR-CONNECTION ERROR

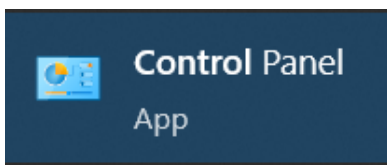
It was reported by some clinics that they have experienced an issue on internet access during the PMR verification. The message appear is 'No Connection-Please ensure that your internet is on'. The screenshot from PMR as below:



If your clinic encounters the same issue, kindly follow the steps below to enable the PMR connection:

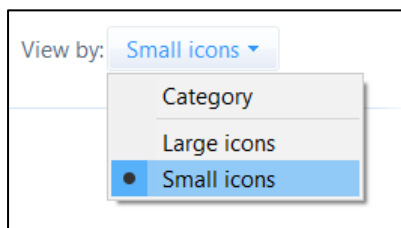
Step 1:

Please click the 'Windows Start' button and search for the 'Control Panel'



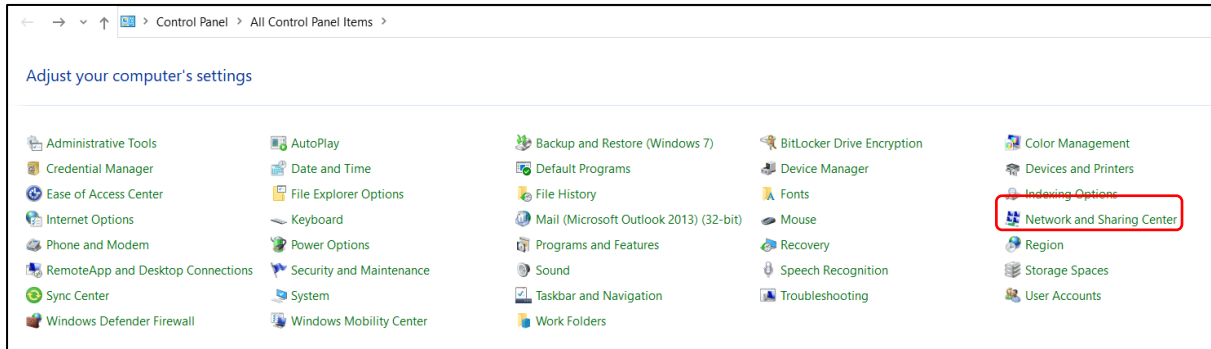
Step 2:

Please choose the 'Small Icons' menu for you to view all tools.



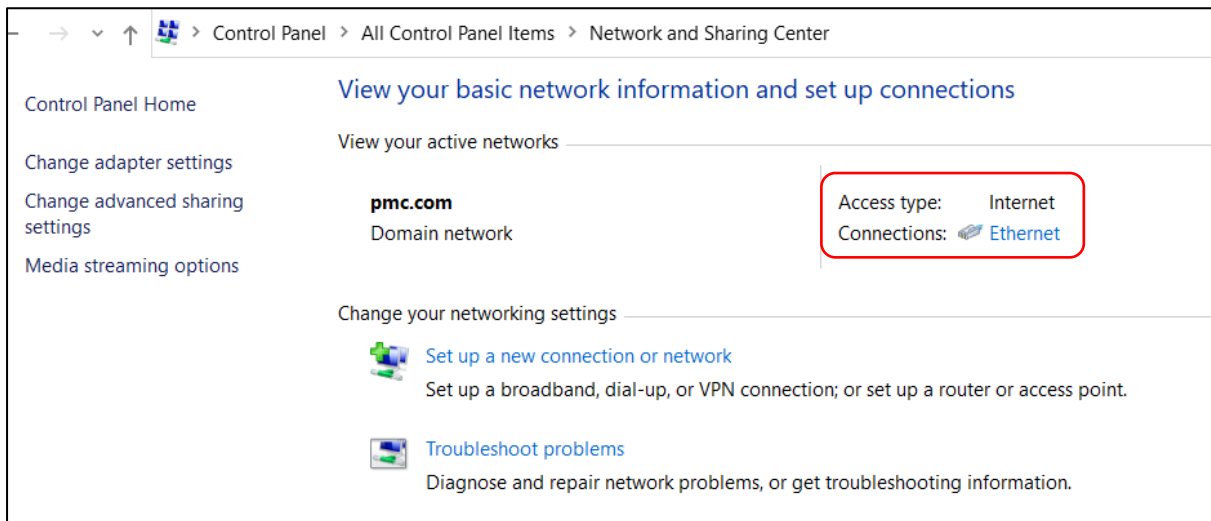
Step 3:

Once viewed all tools, kindly click the 'Network and Sharing Center' as refer to below diagram.



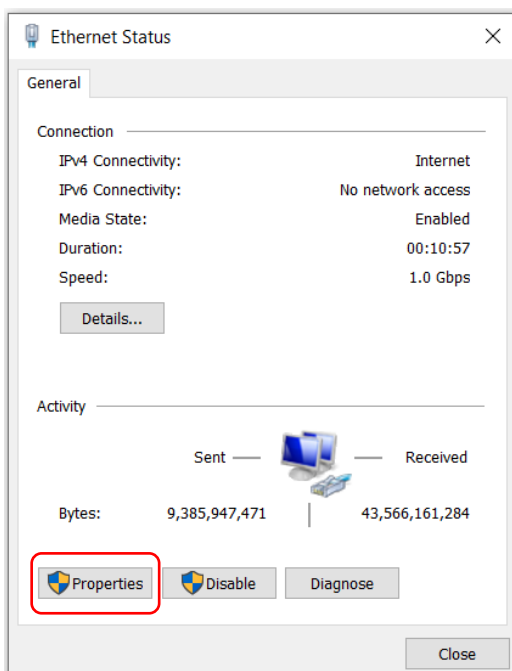
Step 4:

Please click the 'Ethernet' in the RED circle below to open the Ethernet status.



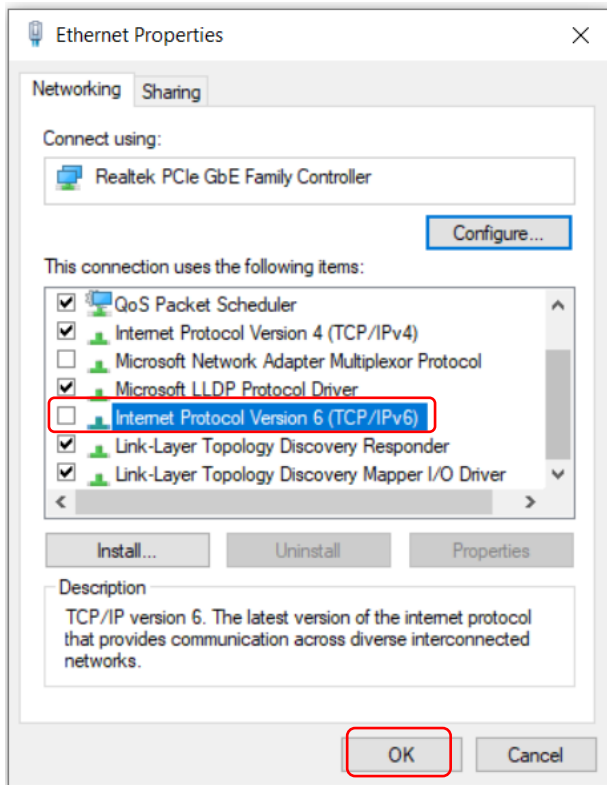
Step 5:

Kindly click the 'Properties' to view the connection uses.



Step 6:

Kindly **untick** the '**Internet Protocol Version 6 (TCP/IPv6)**' and click 'OK'. Once completed all the given steps, you can now try to verify patients using the ePMR device.



If you require any further clarification, please feel free to call our Provider Network Executive (PNE) in-charge of your clinic. Our normal business hours are from 9.00 am to 6.00 pm, Monday to Friday.

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Thank You